



Mountain View Community Shuttle

Monthly Operations Report

August 14, 2019

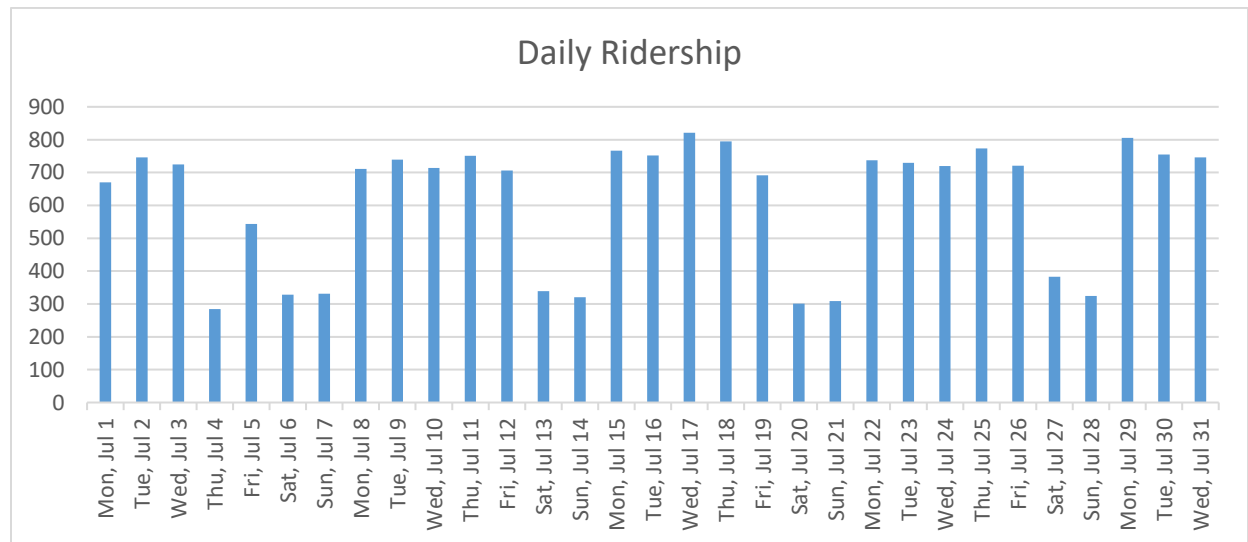
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Passengers per Day, Table

	Mon, Jul 1	Tue, Jul 2	Wed, Jul 3	Thu, Jul 4	Fri, Jul 5	Sat, Jul 6
	670	746	725	284	544	328
Sun, Jul 7	Mon, Jul 8	Tue, Jul 9	Wed, Jul 10	Thu, Jul 11	Fri, Jul 12	Sat, Jul 13
331	711	739	714	751	706	339
Sun, Jul 14	Mon, Jul 15	Tue, Jul 16	Wed, Jul 17	Thu, Jul 18	Fri, Jul 19	Sat, Jul 20
320	767	752	821	795	692	301
Sun, Jul 21	Mon, Jul 22	Tue, Jul 23	Wed, Jul 24	Thu, Jul 25	Fri, Jul 26	Sat, Jul 27
309	737	730	720	773	721	383
Sun, Jul 28	Mon, Jul 29	Tue, Jul 30	Wed, Jul 31			
324	806	755	746			

Passengers per Day, Chart

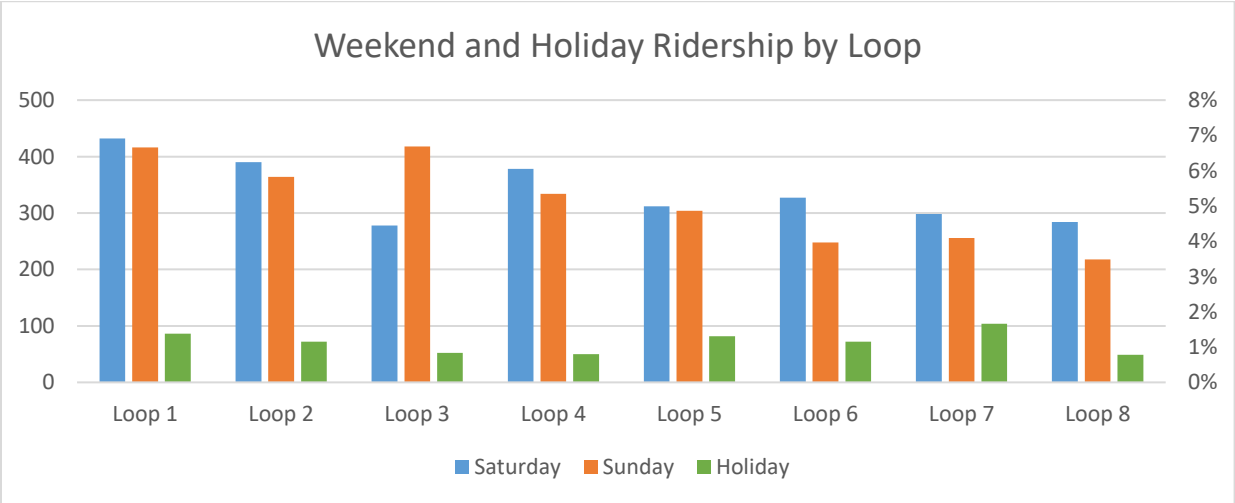
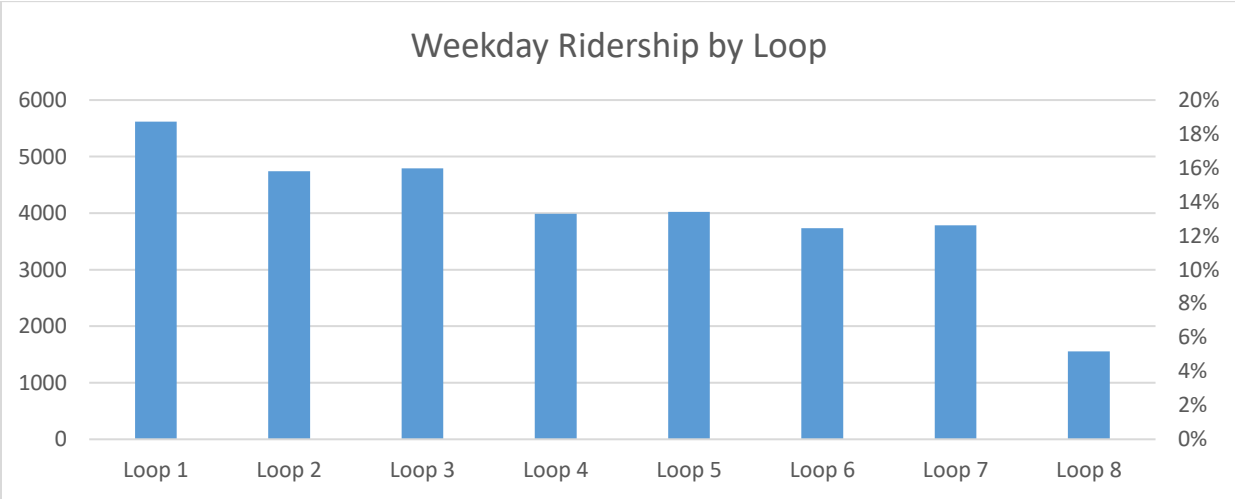
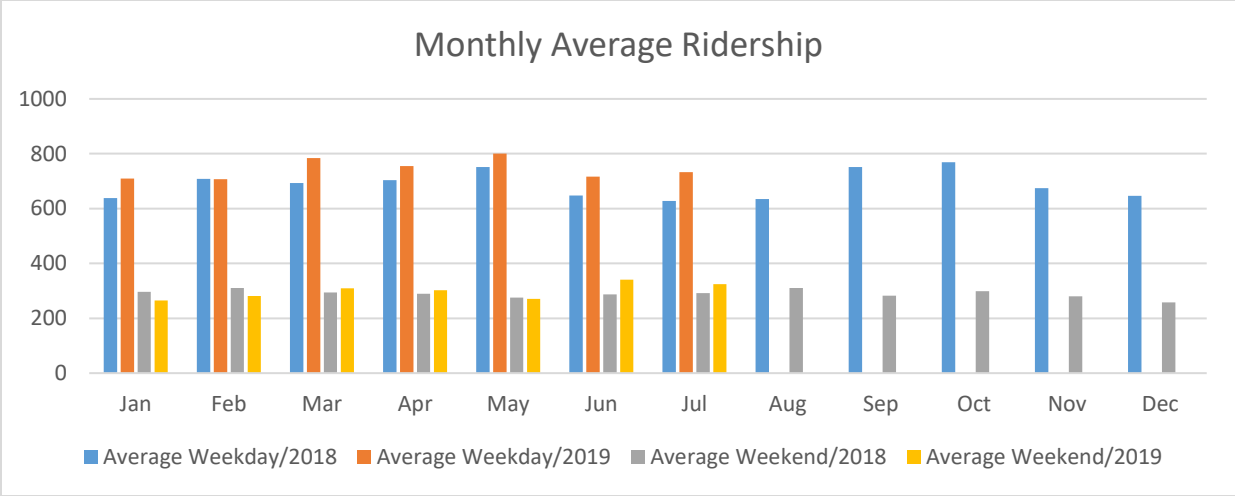


Ridership Year-To-Date

	Total/2018	Total/2019	% change	Weekday Totals/ 2018	Weekday Totals/ 2019	% change	Weekend Totals/ 2018	Weekend Totals/ 2019	% change
January	16354	17530	7%	13394	14882	11%	2960	2648	-11%
February	16251	15963	-2%	13461	13435	0%	2790	2528	-9%
March	17894	19554	9%	15248	16461	8%	2646	3093	17%
April	17382	18579	7%	14786	15865	7%	2596	2714	5%
May	18997	20066	6%	16522	17625	7%	2475	2441	-1%
June	16197	17756	10%	13617	14344	5%	2580	3412	32%
July	16099	19040	18%	13184	16121	22%	2915	2919	0%
August	17080			14601			2479		
September	17384			14273			3111		
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
Year to Date	205,779	128,488							

Average Daily Ridership 2018-2019

	Average Weekday/2018	Average Weekday/2019	% change	Average Weekend/2018	Average Weekend/2019	% change
January	638	709	11%	296	265	-10%
February	708	707	0%	310	281	-9%
March	693	784	13%	294	309	5%
April	704	755	7%	289	302	4%
May	751	801	7%	275	271	-1%
June	648	717	11%	287	341	19%
July	628	733	17%	292	324	11%
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	744	8%	289	299	3%



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

Peak Service Loop in July: 1st loop, 10:00 PM – 11:25 PM.

Additional Ridership Data:

The number of bicycles carried in July: **248**

The number of wheelchair lift usage in July: **4**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3499	18.8%	San Antonio Center	3544	18.2%
Grant Rd.	1704	9.2%	Grant Rd. (Red)	1843	9.5%
MV Transit Center	1541	8.3%	Senior/Teen Center (Red)	1755	9.0%
Senior/Teen Center	1435	7.7%	MV Transit Center	1611	8.3%
Civic Center	875	4.7%	Civic Center (Red)	865	4.4%
Rengstorff/Middlefield	790	4.3%	El Camino Real/Sylvan (Red)	832	4.3%
El Camino Real/Sylvan	782	4.2%	Rengstorff/Middlefield (Red)	813	4.2%
Middlefield/Easy	656	3.5%	Whisman Station (Red)	589	3.0%
Community Center	648	3.5%	Middlefield/Easy (Red)	582	3.0%
Sylvan Park	555	3.0%	California/Ortega East	549	2.8%
Whisman Station	543	2.9%	Sylvan Park (Red)	539	2.8%
Middlefield/Moffett	479	2.6%	El Camino Hospital	501	2.6%
California/Ortega West	420	2.3%	Community Center (Red)	478	2.5%
California/Ortega East	417	2.2%	California/Rengstorff (Red)	455	2.3%
Cuesta/Miramonte	415	2.2%	Middlefield/Moffett (Red)	443	2.3%
Castro/El Camino Real (Gray)	413	2.2%	Villa/Mariposa	425	2.2%
El Camino Hospital	402	2.2%	Villa/Franklin (Red)	380	1.9%
Rengstorff/Central	399	2.1%	Whisman/Middlefield (Red)	336	1.7%
Whisman/Middlefield	393	2.1%	Cuesta/Miramonte (Red)	324	1.7%
Shoreline/Middlefield #3 (Gray)	315	1.7%	Castro/El Camino Real (Red)	314	1.6%
California/Rengstorff	315	1.7%	Graham Middle School (Red)	307	1.6%
Crittenden Middle School	305	1.6%	Crittenden Middle School (Red)	285	1.5%
Middlefield/San Pierre	266	1.4%	Rengstorff/Central (Red)	237	1.2%
Rengstorff/Montecito	243	1.3%	California/Ortega West	232	1.2%
Graham Middle School	144	0.8%	Cuesta/Grant	202	1.0%
Villa/Shoreline	122	0.7%	California/Rengstorff	195	1.0%
Villa/Franklin	119	0.6%	Rengstorff/Montecito (Red)	195	1.0%
Cuesta/Grant (Gray)	99	0.5%	Shoreline/Middlefield #1 (Red)	188	1.0%
Grant/Eunice	97	0.5%	Middlefield/San Pierre (Red)	167	0.9%
Shoreline/Pear	84	0.5%	Grant/Eunice	138	0.7%
Cuesta/Grant	73	0.4%	Shoreline/Pear	88	0.5%
Shoreline/Middlefield #2	19	0.1%	Shoreline/Middlefield #2	79	0.4%
Total	18567	100.0%	Total	19491	100.0%

Shuttle On-Time Performance

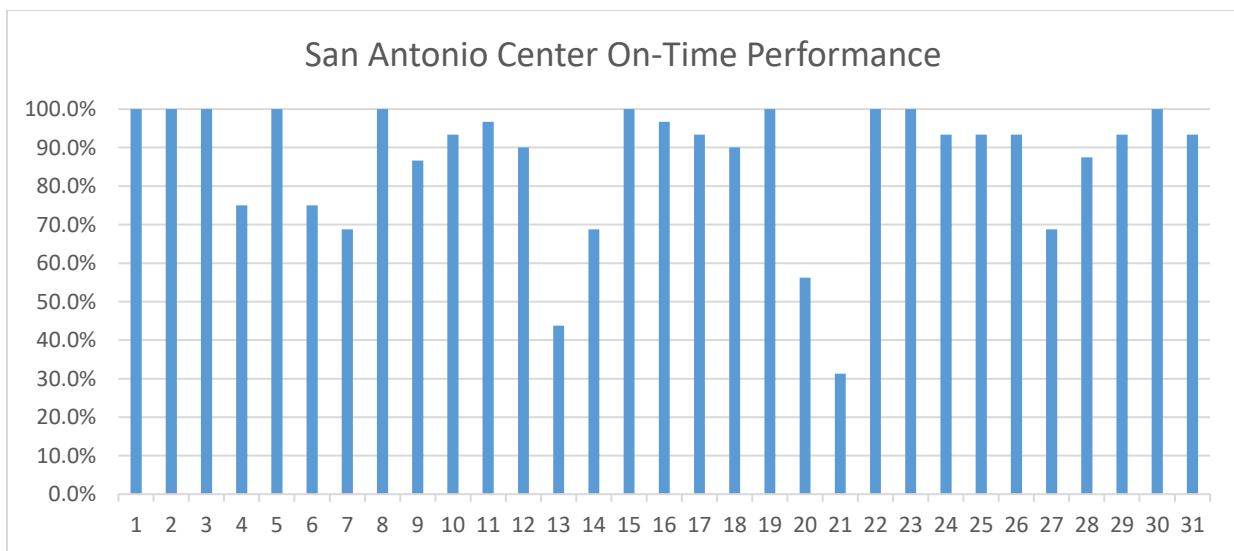
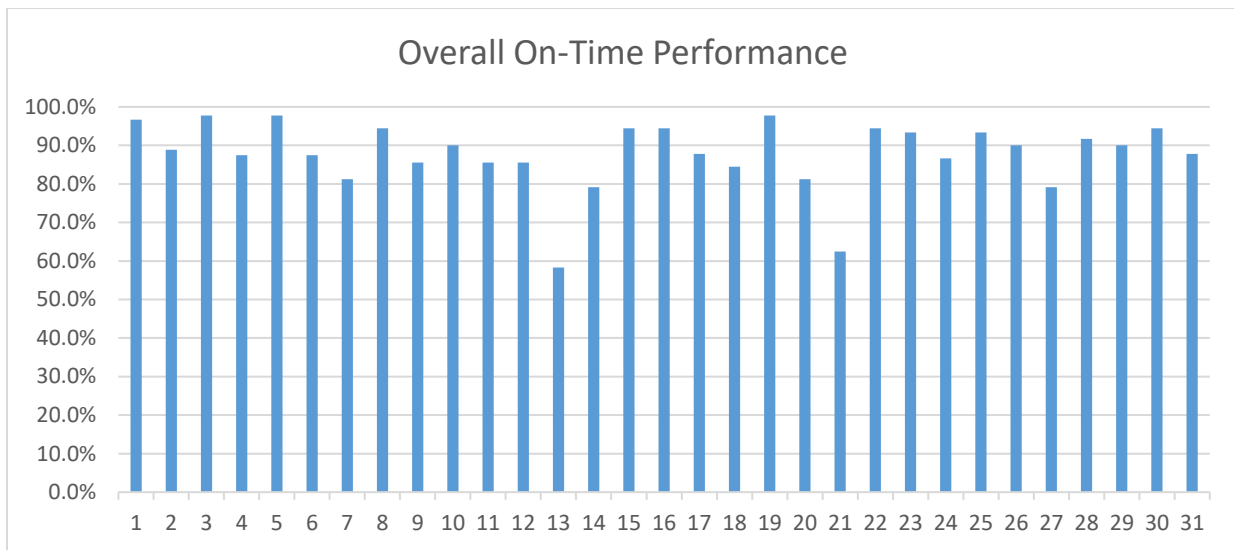
Percentage of being on-time:

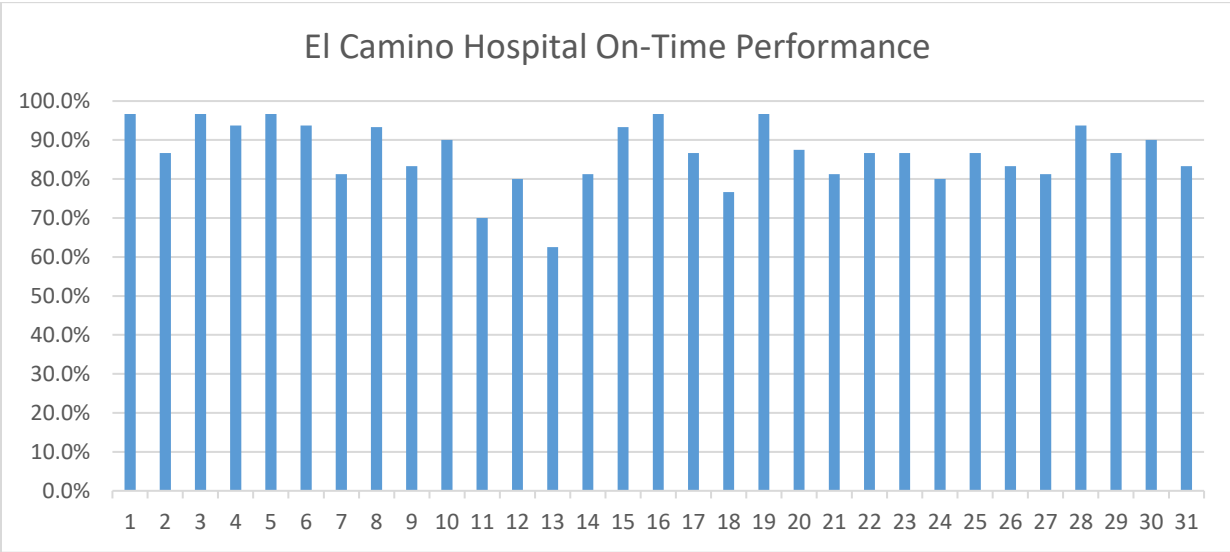
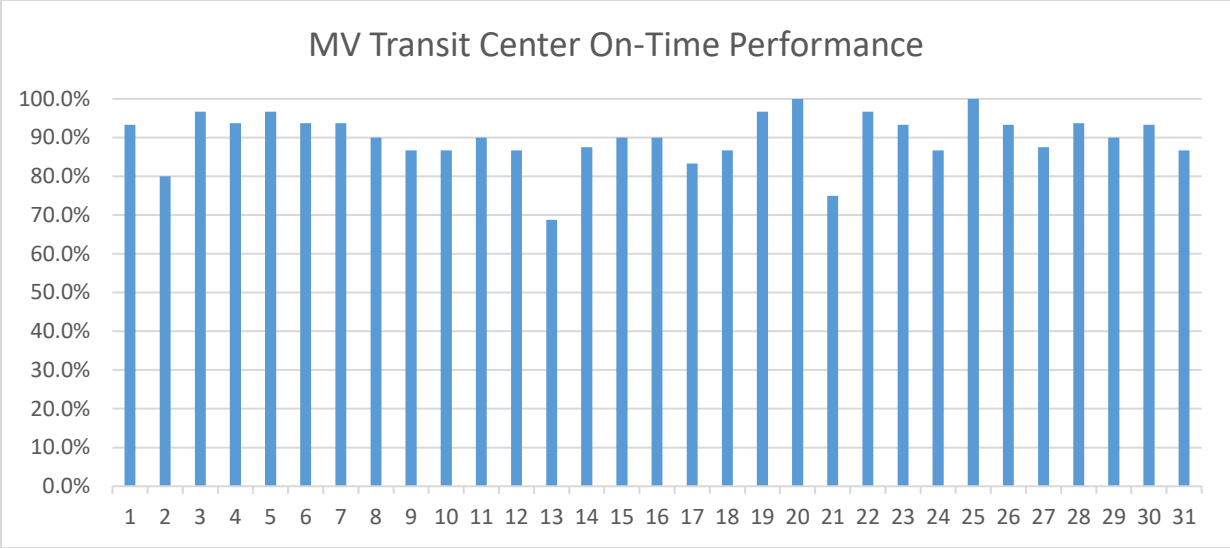
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 3 centralized 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 **87.7%**





Average Time Behind-Schedule in minutes:


Average departure time was determined by averaging all shuttle departure times at the San Antonio Center, MV Transit Center, and El Camino Hospital.

Average Departure Time: **2 minutes and 24 seconds (02:24)** behind schedule.

Summary of Website Activity

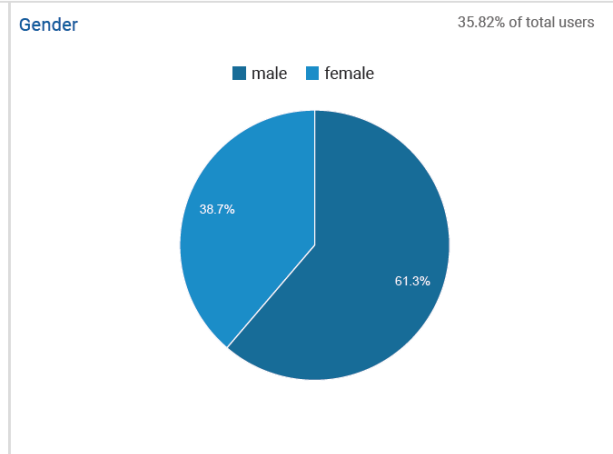
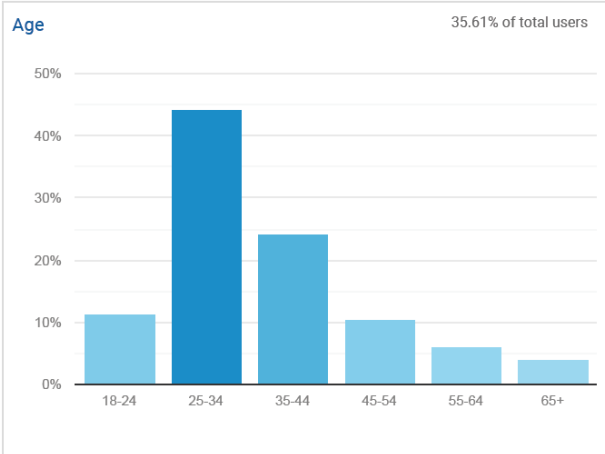
Year To Date/Monthly Report

Demographics: Overview


 All Users
100.00% Users

Jan 1, 2019 - Jul 31, 2019

Key Metric:

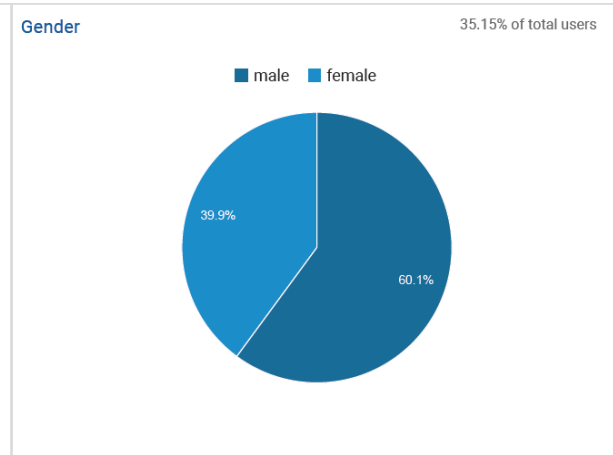
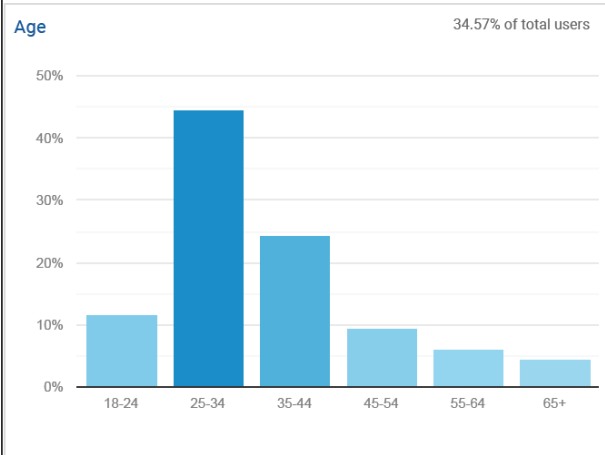


Demographics: Overview

 All Users
100.00% Users

Jul 1, 2019 - Jul 31, 2019

Key Metric:



Audience Overview

Jan 1, 2019 - Jul 31, 2019

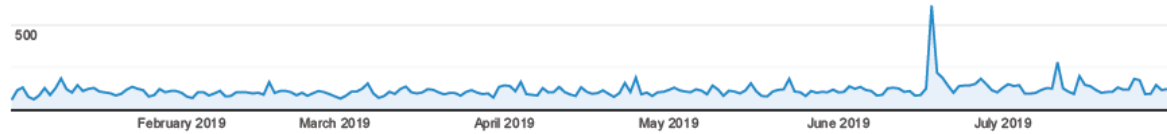
All Users
100.00% Users

Overview

Users

1,000

500



Users

17,407



New Users

17,004



Sessions

27,907



Number of Sessions per User

1.60



Pageviews

50,820



Pages / Session

1.82



Avg. Session Duration

00:01:25

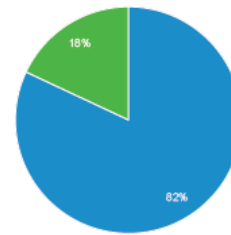


Bounce Rate

70.16%



New Visitor Returning Visitor



Language	Users	% Users
1. en-us	15,555	89.09%
2. en-gb	356	2.04%
3. zh-cn	233	1.33%
4. ja-jp	126	0.72%
5. es-xl	125	0.72%
6. zh-tw	123	0.70%
7. en-ca	100	0.57%
8. en	95	0.54%
9. ko	88	0.50%
10. ja	56	0.32%

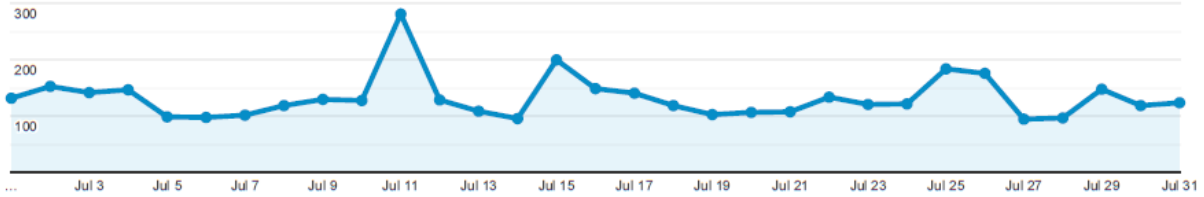
Audience Overview

Jul 1, 2019 - Jul 31, 2019

All Users
100.00% Users

Overview

Users



Users

3,280



New Users

2,959



Sessions

4,631



Number of Sessions per User

1.41



Pageviews

7,887



Pages / Session

1.70



Avg. Session Duration

00:01:25

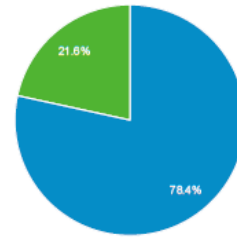


Bounce Rate

70.16%

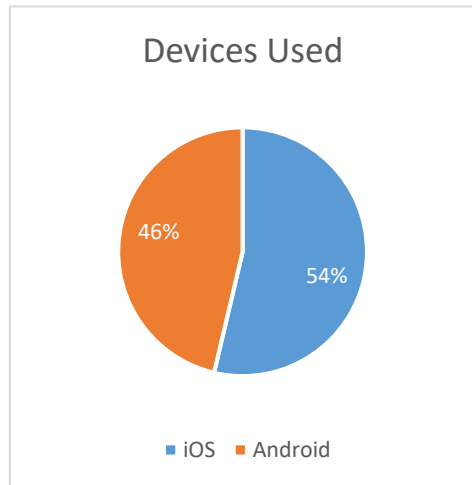
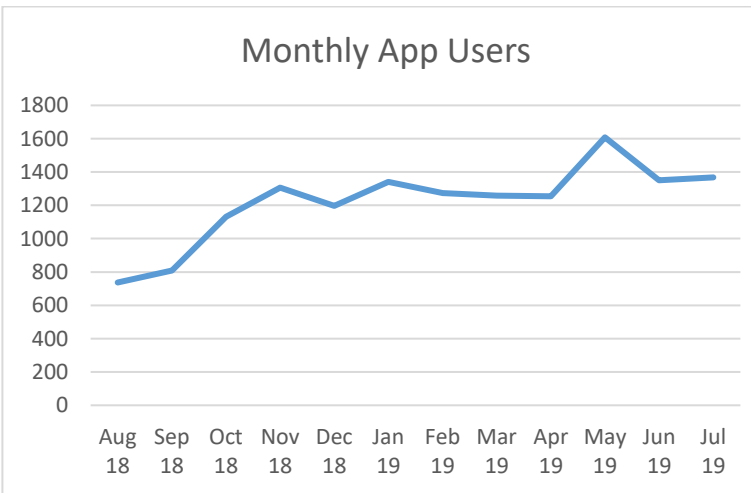
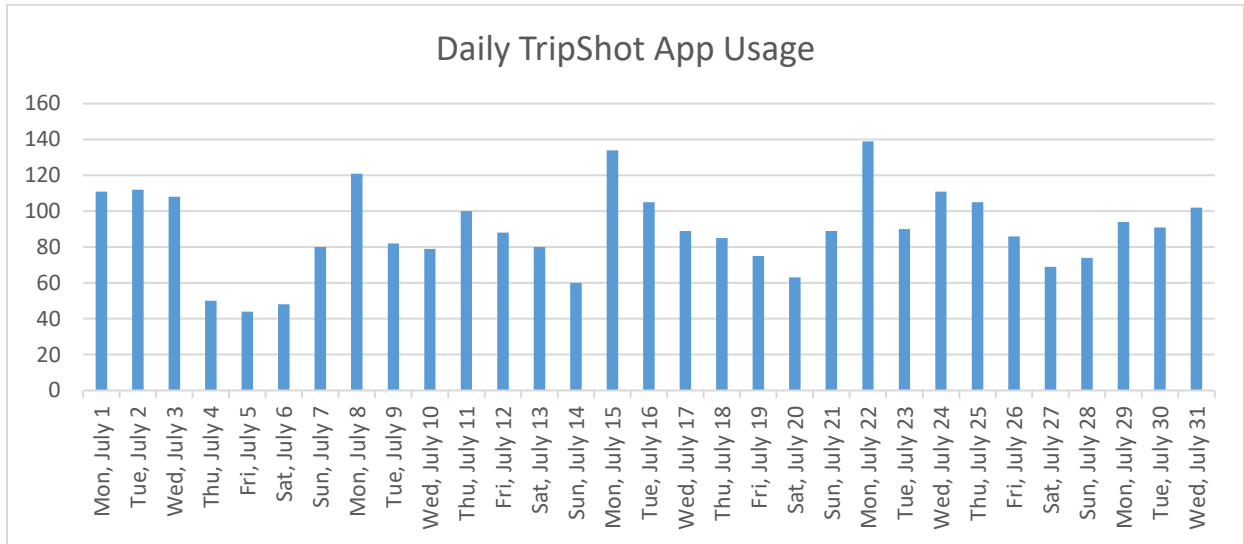


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	2,939	89.49%
2. en-gb	71	2.16%
3. zh-cn	42	1.28%
4. es-xl	26	0.79%
5. zh-tw	25	0.76%
6. ja-jp	20	0.61%
7. ko	16	0.49%
8. en	15	0.46%
9. en-ca	14	0.43%
10. fr-fr	13	0.40%

Summary of TripShot App Activity



Users*: 1367

App Sessions: 2764

**User information is not required by the TripShot app and therefore, these numbers represent an estimation based on the data available*

Complaints Received by CSR Staff

- There was one complaint that the drivers are not friendly.
- There was one complaint that a driver was using his cell phone.
 - The Mountain View Community Shuttle has a “No Cell Phone Usage” policy for its drivers. The Driver Manager was notified and action was taken.
- There were three complaints that shuttles did not stop while passengers were waiting.
 - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops.