



# **Mountain View** Community Shuttle

## Monthly Operations Report

November 18, 2019

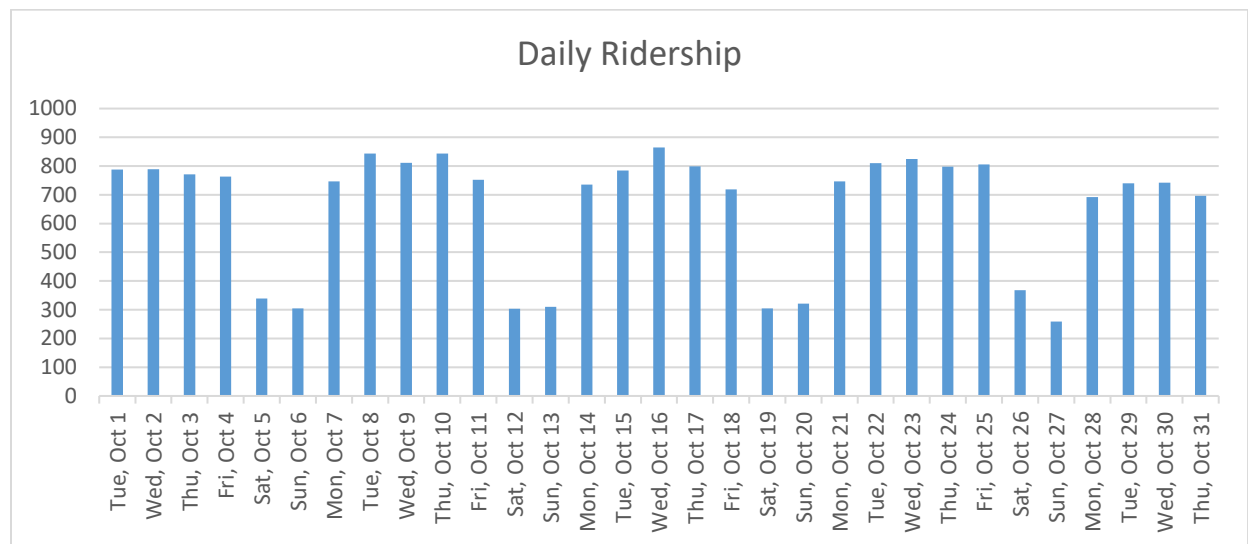
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## Passengers per Day, Table

		Tue, Oct 1	Wed, Oct 2	Thu, Oct 3	Fri, Oct 4	Sat, Oct 5
		788	789	771	763	339
Sun, Oct 6	Mon, Oct 7	Tue, Oct 8	Wed, Oct 9	Thu, Oct 10	Fri, Oct 11	Sat, Oct 12
304	747	844	811	843	752	303
Sun, Oct 13	Mon, Oct 14	Tue, Oct 15	Wed, Oct 16	Thu, Oct 17	Fri, Oct 18	Sat, Oct 19
310	736	785	865	799	719	305
Sun, Oct 20	Mon, Oct 21	Tue, Oct 22	Wed, Oct 23	Thu, Oct 24	Fri, Oct 25	Sat, Oct 26
321	747	810	825	798	806	368
Sun, Oct 27	Mon, Oct 28	Tue, Oct 29	Wed, Oct 30	Thu, Oct 31		
259	692	740	742	697		

## Passengers per Day, Chart

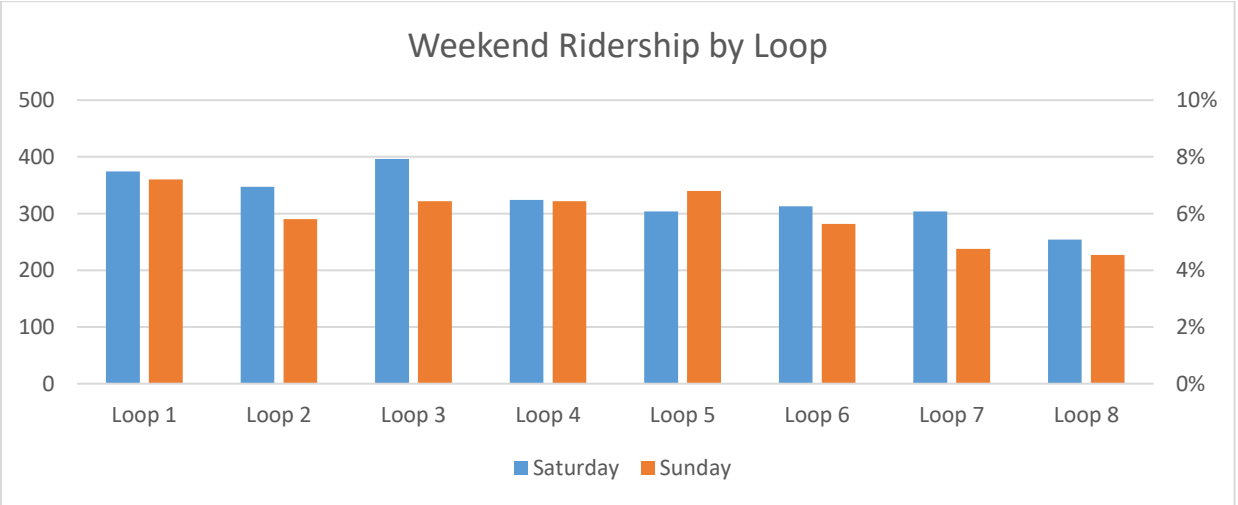
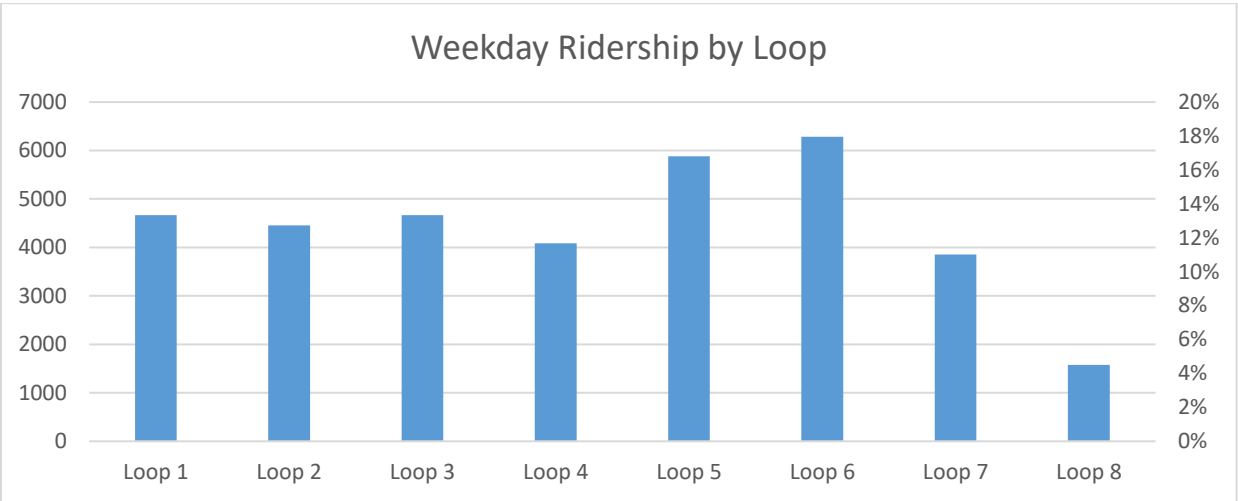
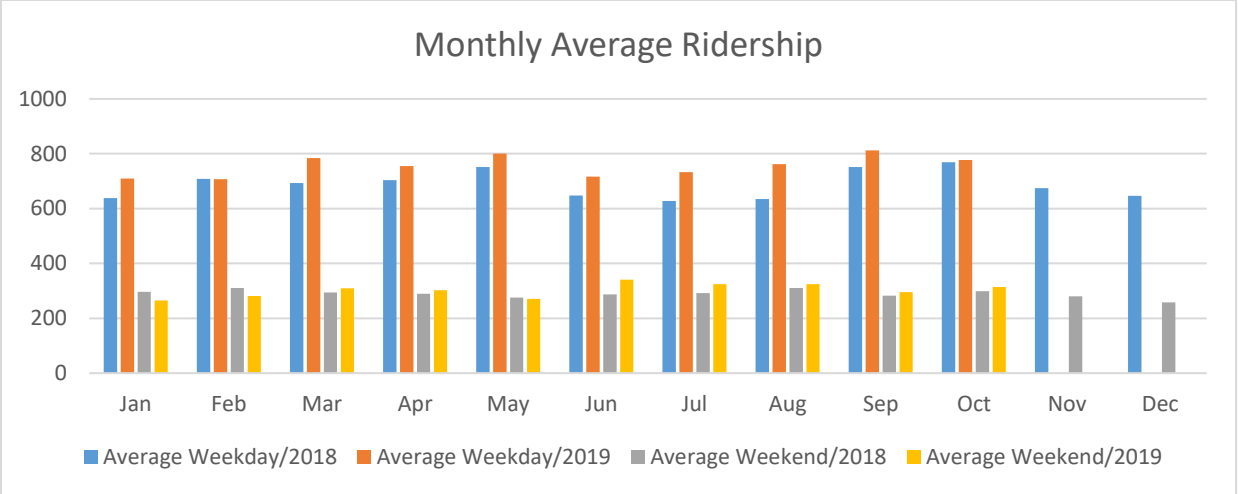


## Ridership Year-To-Date

	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	19680	15%	14601	16755	15%	2479	2925	18%
September	17384	19190	10%	14273	16241	14%	3111	2949	-5%
October	20088	20378	1%	17697	17869	1%	2391	2509	5%
November	16272			13473			2799		
December	15781			12945			2836		
<b>Year to Date</b>	<b>205,779</b>	<b>187,736</b>							

## 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	762	20%	310	325	5%
September	751	812	8%	283	295	4%
October	769	777	1%	299	314	5%
November	674			280		
December	647			258		
<b>YTD Average</b>	<b>687</b>	<b>756</b>	<b>10%</b>	<b>289</b>	<b>303</b>	<b>5%</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: **266**

The number of wheelchair lift usage: **11**

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

GRAY Route			RED Route		
San Antonio Center	3227	14.5%	San Antonio Center	2876	15.8%
MV Transit Center	1896	8.5%	Senior/Teen Center (Red)	1831	10.1%
Senior/Teen Center	1862	8.4%	Grant Rd. (Red)	1773	9.7%
Grant Rd.	1742	7.8%	MV Transit Center	1462	8.0%
Crittenden Middle School	1026	4.6%	El Camino Real/Sylvan (Red)	823	4.5%
Rengstorff/Middlefield	1013	4.6%	Middlefield/Moffett (Red)	731	4.0%
Middlefield/Easy	987	4.4%	Civic Center (Red)	714	3.9%
Cuesta/Miramonte	853	3.8%	Rengstorff/Middlefield (Red)	713	3.9%
Graham Middle School	853	3.8%	Sylvan Park (Red)	683	3.7%
El Camino Real/Sylvan	831	3.7%	El Camino Hospital	635	3.5%
Whisman Station	813	3.7%	Whisman Station (Red)	556	3.1%
Civic Center	812	3.6%	California/Ortega East	490	2.7%
Middlefield/Moffett	772	3.5%	Middlefield/Easy (Red)	486	2.7%
Sylvan Park	671	3.0%	Crittenden Middle School (Red)	418	2.3%
Whisman/Middlefield	541	2.4%	California/Rengstorff (Red)	334	1.8%
California/Rengstorff	527	2.4%	Villa/Franklin (Red)	330	1.8%
California/Ortega West	454	2.0%	Castro/El Camino Real (Red)	298	1.6%
Castro/El Camino Real (Gray)	415	1.9%	Grant/Eunice	293	1.6%
El Camino Hospital	402	1.8%	Whisman/Middlefield (Red)	287	1.6%
California/Ortega East	336	1.5%	Villa/Mariposa	273	1.5%
Shoreline/Middlefield #3 (Gray)	313	1.4%	Cuesta/Miramonte (Red)	260	1.4%
Middlefield/San Pierre	301	1.4%	Shoreline/Middlefield #1 (Red)	257	1.4%
Community Center	293	1.3%	California/Ortega West	249	1.4%
Rengstorff/Central	288	1.3%	Graham Middle School (Red)	239	1.3%
Rengstorff/Montecito	232	1.0%	California/Rengstorff	224	1.2%
Villa/Franklin	219	1.0%	Middlefield/San Pierre (Red)	199	1.1%
Villa/Shoreline	163	0.7%	Rengstorff/Montecito (Red)	189	1.0%
Grant/Eunice	131	0.6%	Community Center (Red)	180	1.0%
Cuesta/Grant (Gray)	112	0.5%	Rengstorff/Central (Red)	177	1.0%
Cuesta/Grant	76	0.3%	Cuesta/Grant	125	0.7%
Shoreline/Pear	75	0.3%	Shoreline/Pear	70	0.4%
Shoreline/Middlefield #2	25	0.1%	Shoreline/Middlefield #2	40	0.2%
<b>Total</b>	<b>22261</b>	<b>100.0%</b>	<b>Total</b>	<b>18215</b>	<b>100.0%</b>

# Shuttle On-Time Performance

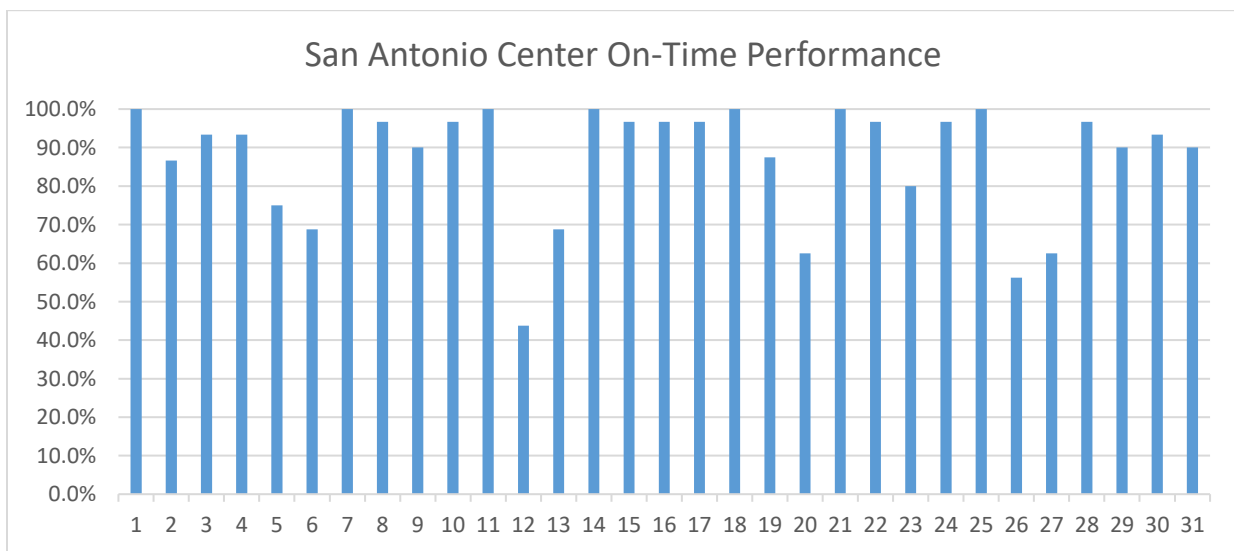
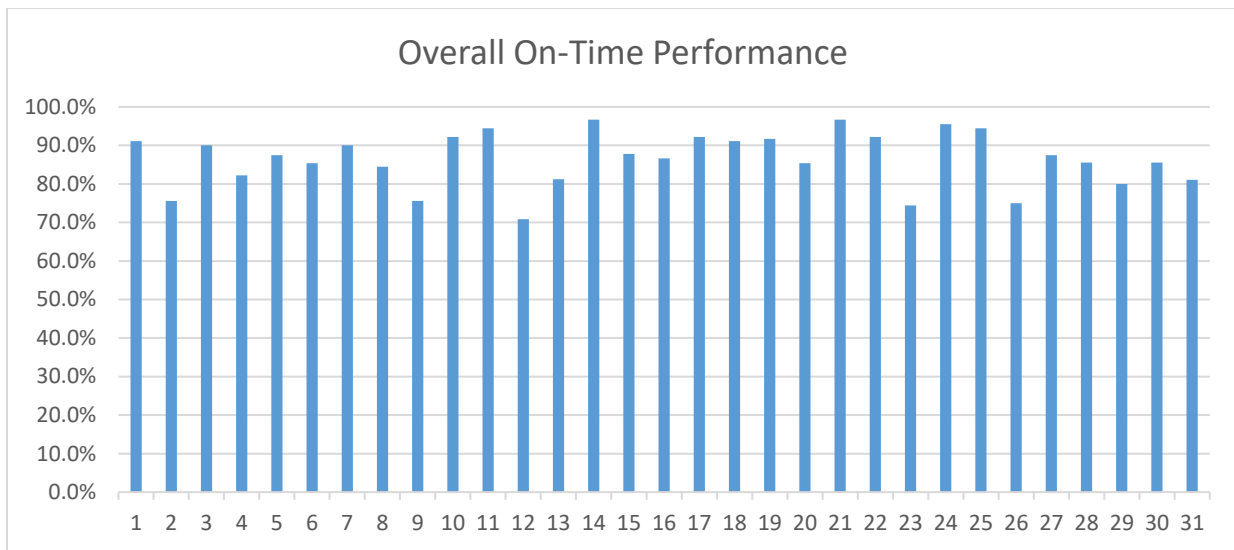
## Percentage of being on-time:

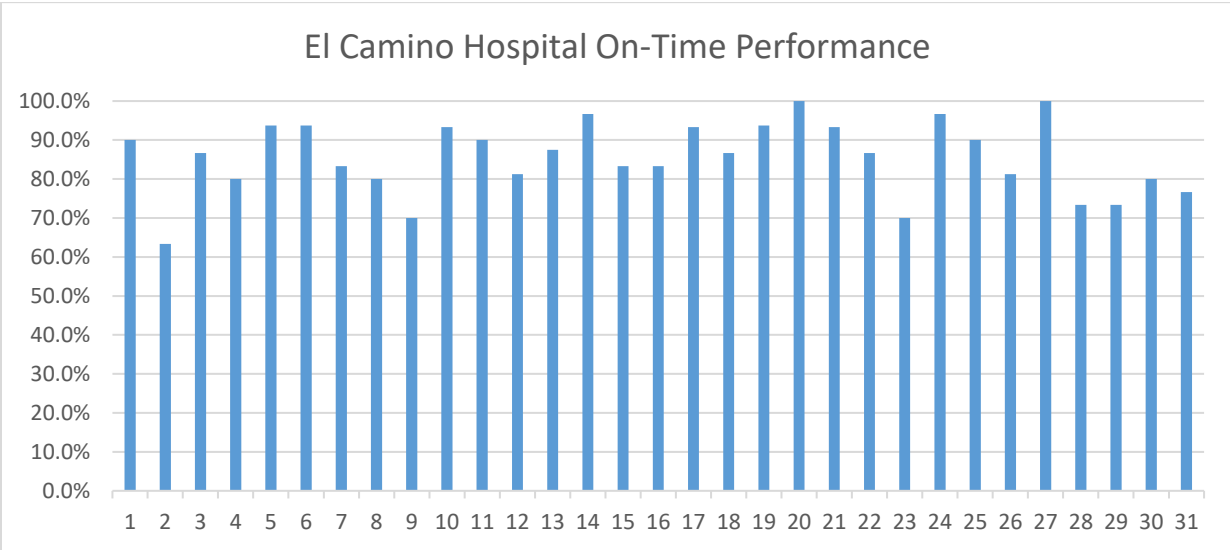
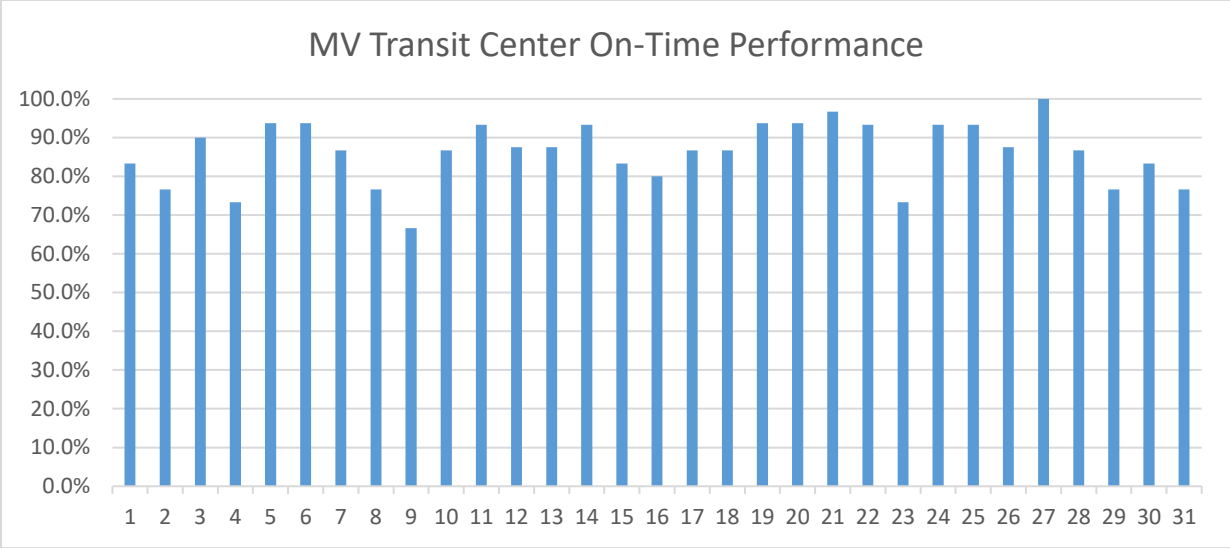
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 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 **86.5%**





**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.

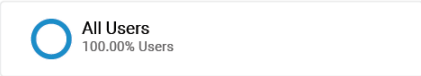
Average Departure Time: **2 minutes and 35 seconds (02:35)** behind schedule.



# Summary of Website Activity

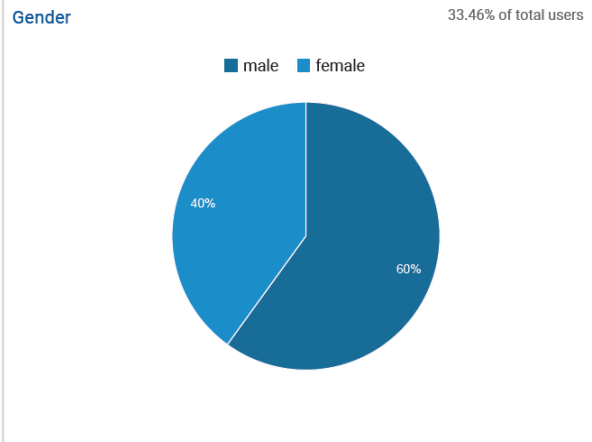
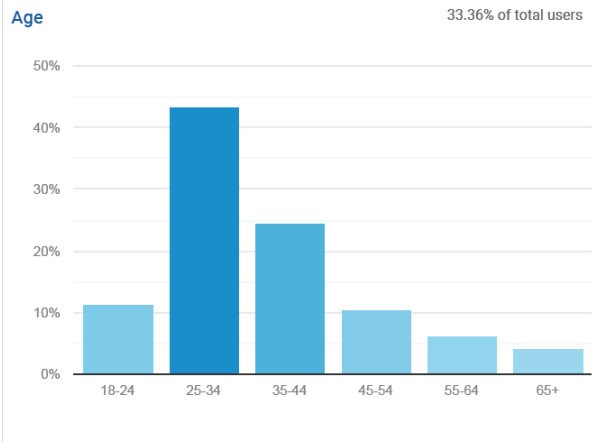
## Year To Date/Monthly Report

### Demographics: Overview



Jan 1, 2019 - Oct 31, 2019

#### Key Metric:

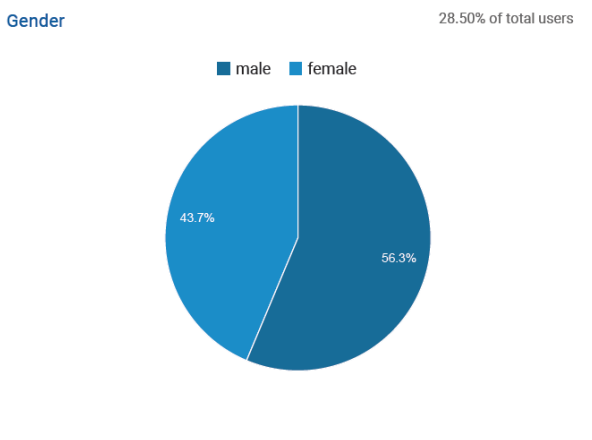
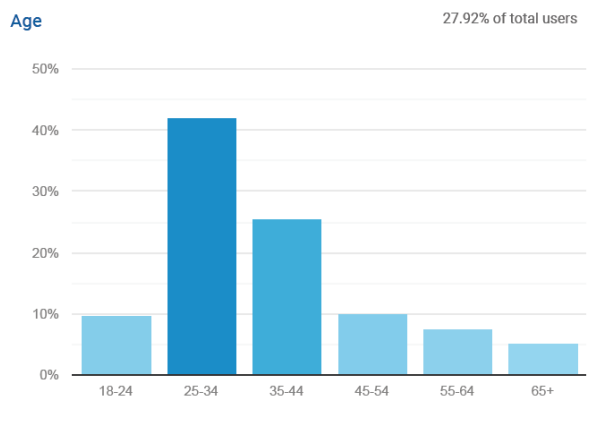


### Demographics: Overview



Oct 1, 2019 - Oct 31, 2019

#### Key Metric:



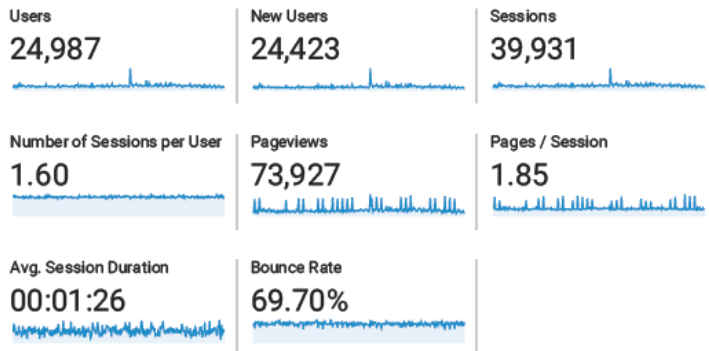
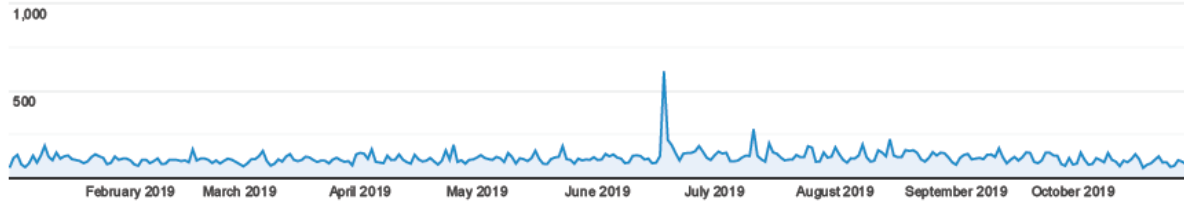
## Audience Overview

Jan 1, 2019 - Oct 31, 2019

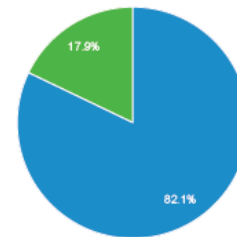
All Users  
100.00% Users

### Overview

#### Users



■ New Visitor ■ Returning Visitor



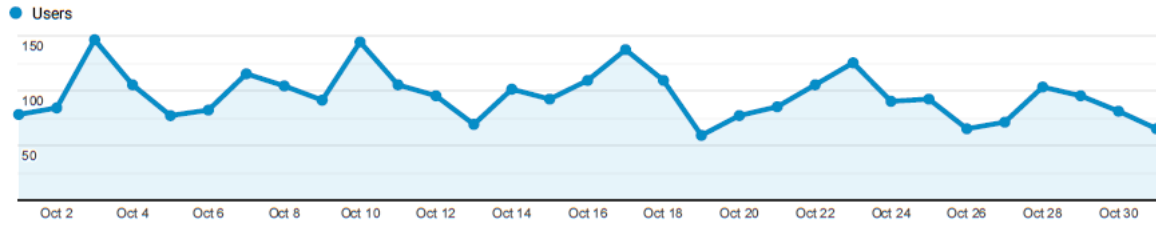
Language	Users	% Users
1. en-us	22,197	88.88%
2. en-gb	515	2.06%
3. zh-cn	346	1.39%
4. ja-jp	200	0.80%
5. zh-tw	179	0.72%
6. es-xl	176	0.70%
7. en-ca	152	0.61%
8. ko	125	0.50%
9. en	124	0.50%
10. ja	79	0.32%

# Audience Overview

Oct 1, 2019 - Oct 31, 2019

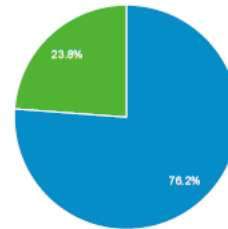
All Users  
100.00% Users

## Overview



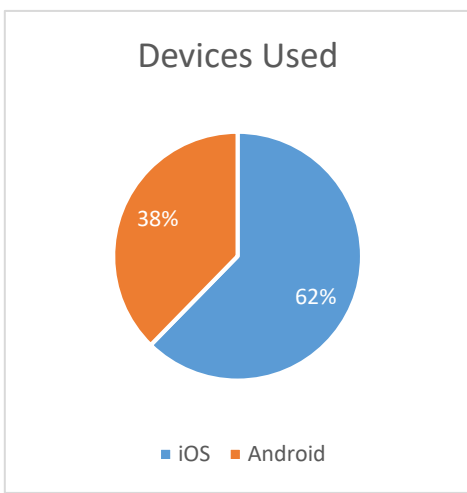
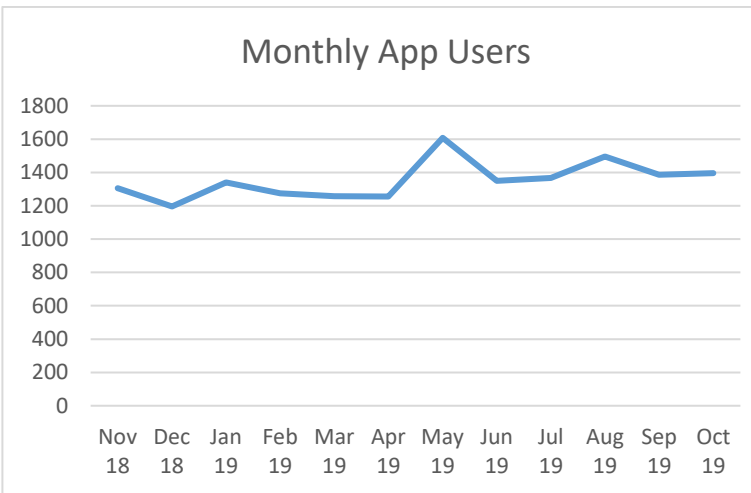
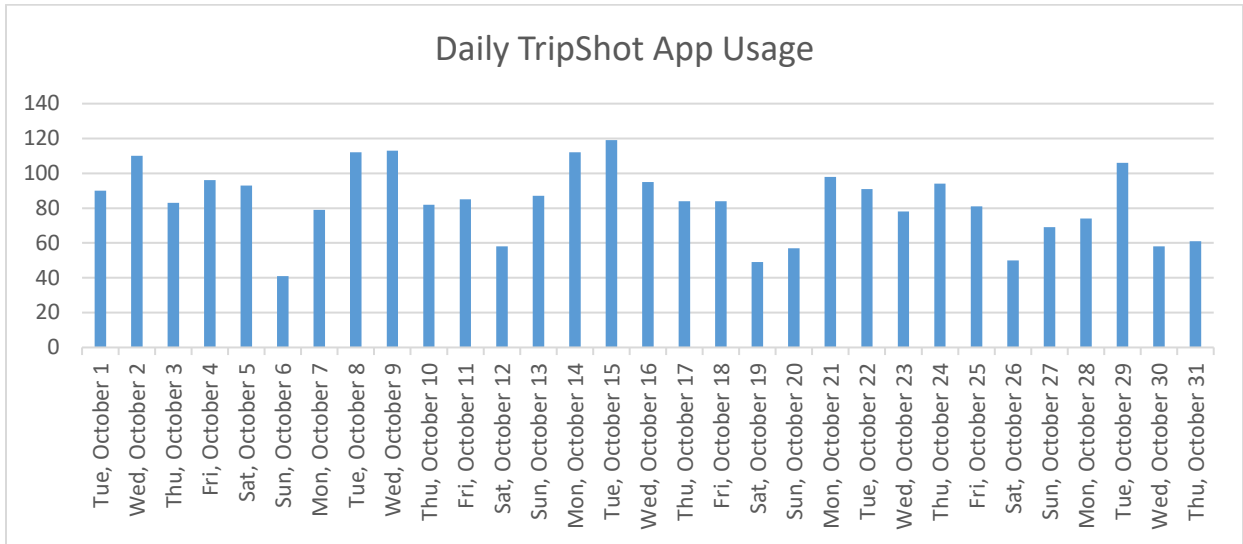
<b>Users</b> 2,249	<b>New Users</b> 2,002	<b>Sessions</b> 3,374
<b>Number of Sessions per User</b> 1.50	<b>Pageviews</b> 6,834	<b>Pages / Session</b> 2.03
<b>Avg. Session Duration</b> 00:01:32	<b>Bounce Rate</b> 67.61%	

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	1,993	88.50%
2. en-gb	41	1.82%
3. zh-cn	34	1.51%
4. zh-tw	18	0.80%
5. en-ca	17	0.75%
6. ja-jp	17	0.75%
7. es-xl	16	0.71%
8. ko	12	0.53%
9. de-de	11	0.49%
10. en-au	11	0.49%

## Summary of TripShot App Activity



**Users: 1396**

**App Sessions: 2589**

## Complaints Received by CSR Staff

- There were two complaints of driver accelerating before a passenger could be seated.
  - All drivers are instructed to wait until passengers are safely seated before putting the vehicle into motion. The drivers in questions were spoken to by management and corrective actions were taken.
- There was one complaint of unsafe driving around pedestrians
  - The incident was reviewed and investigated. Driver was spoken to and corrective actions were taken.
- There were three complains about drivers being rude.
  - One complaint was that the driver would not allow a passenger with a walker to board the shuttle using the wheelchair lift. While the use of the wheelchair lift for passengers with walkers is permitted, drivers are encouraged to offer alternative options if possible.
  - Two complaints were about drivers complaining about picking up passengers at the end of the night. Drivers are to pick up all passengers up until the final stop of the evening. The drivers in question were spoken to an corrective actions were taken.
- There was one complaint about a driver departing early.
  - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.
- There were three complaints that drivers do not pull the shuttles all the way to the curb.
  - Drivers were identified and re-training/instruction has been provided.
- There was one complaint of a driver using a 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.