

Mountain View Community Shuttle Monthly Operations Report

September 12, 2018

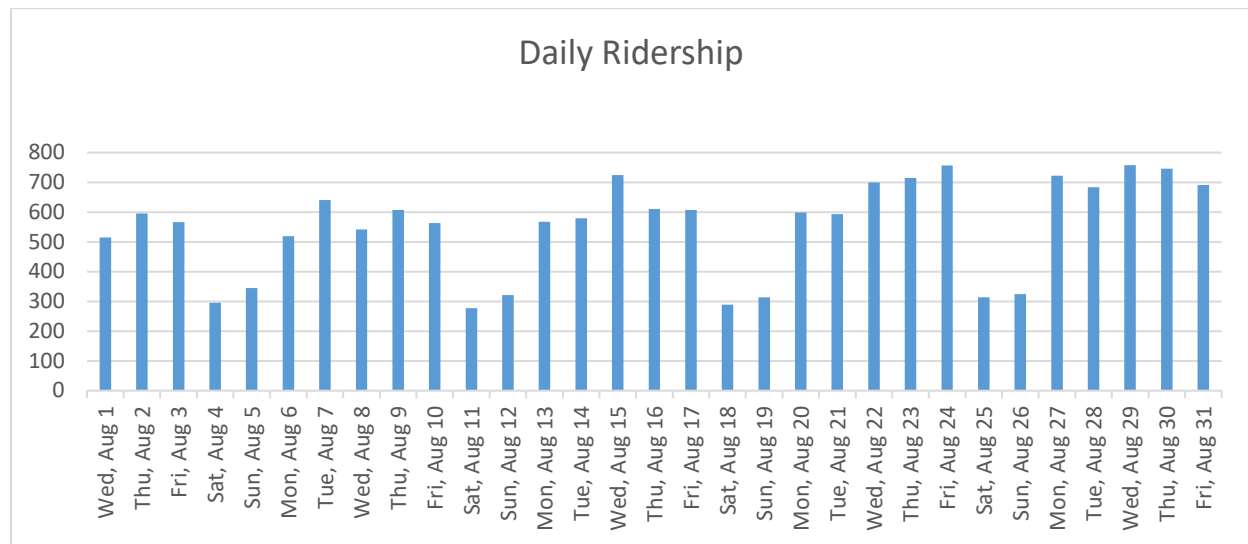
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Passengers per Day, Table

			Wed, Aug 1	Thu, Aug 2	Fri, Aug 3	Sat, Aug 4
			515	595	566	295
Sun, Aug 5	Mon, Aug 6	Tue, Aug 7	Wed, Aug 8	Thu, Aug 9	Fri, Aug 10	Sat, Aug 11
345	519	641	542	607	563	277
Sun, Aug 12	Mon, Aug 13	Tue, Aug 14	Wed, Aug 15	Thu, Aug 16	Fri, Aug 17	Sat, Aug 18
321	567	579	724	611	607	289
Sun, Aug 19	Mon, Aug 20	Tue, Aug 21	Wed, Aug 22	Thu, Aug 23	Fri, Aug 24	Sat, Aug 25
314	599	593	700	715	757	314
Sun, Aug 26	Mon, Aug 27	Tue, Aug 28	Wed, Aug 29	Thu, Aug 30	Fri, Aug 31	
324	722	684	758	746	691	

Passengers per Day, Chart

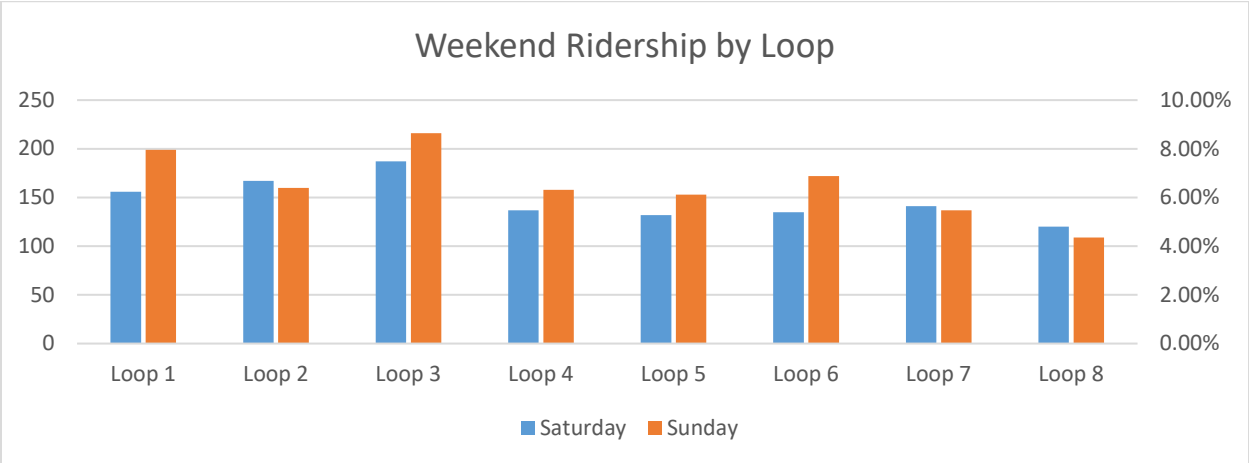
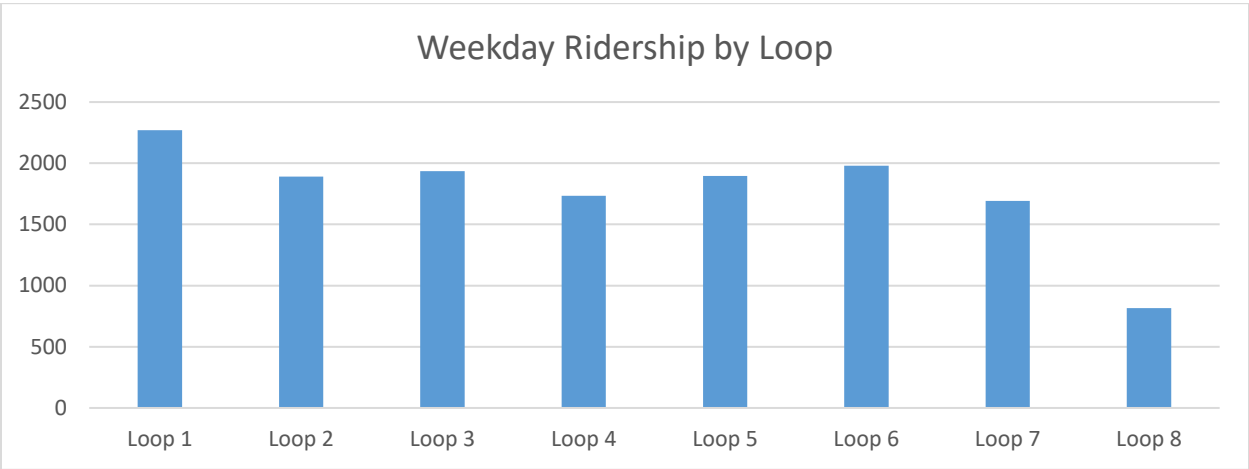
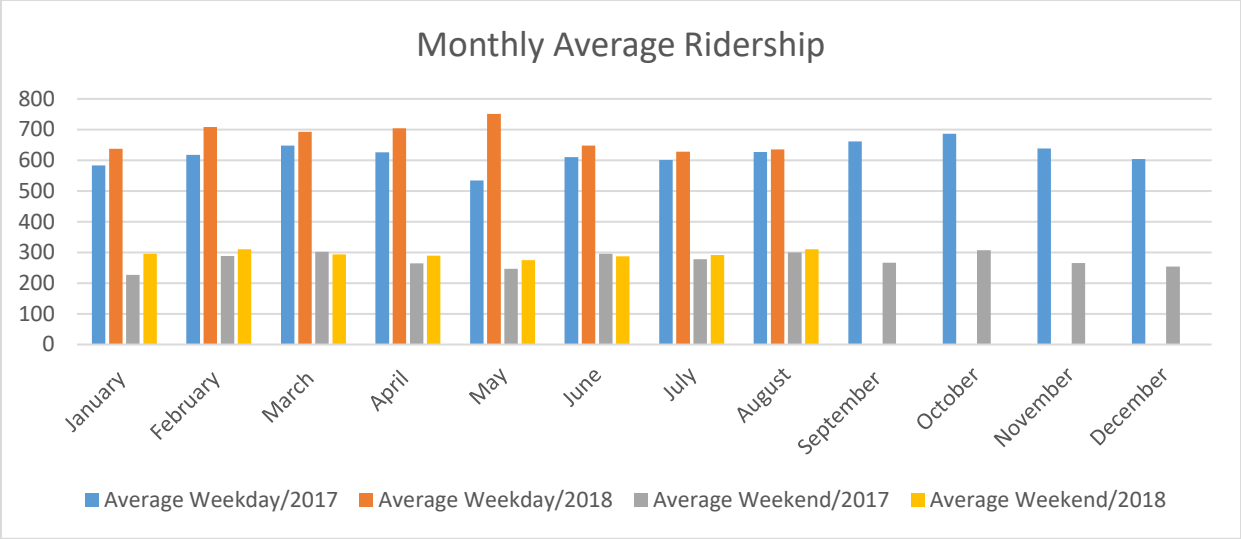


Ridership Year-To-Date

	Total/ 2017	Total/ 2018	% change	Weekday Totals/ 2017	Weekday Totals/ 2018	% change	Weekend Totals/ 2017	Weekend Totals/ 2018	% change
January	14527	16354	13%	12258	13394	9%	2269	2960	30%
February	14332	16251	13%	11744	13461	15%	2588	2790	8%
March	17313	17894	3%	14896	15248	2%	2417	2646	9%
April	15162	17382	15%	12517	14786	18%	2645	2596	-2%
May	16549	18997	15%	14333	16522	15%	2216	2475	12%
June	15788	16197	3%	13424	13617	1%	2364	2580	9%
July	15088	16099	7%	12025	13184	10%	3063	2915	-5%
August	16828	17080	1%	14431	14601	1%	2397	2479	3%
September	15786			13163			2623		
October	17876			15117			2759		
November	15810			13429			2381		
December	14866			12075			2791		
Year to Date	189,925	136,254							

Average Daily Ridership 2017-2018

	Average Weekday / 2017	Average Weekday/ 2018	% change	Average Weekend/ 2017	Average Weekend/ 2018	% change
January	584	638	9%	227	296	30%
February	618	708	15%	288	310	8%
March	648	693	7%	302	294	-3%
April	626	704	12%	265	289	9%
May	534	751	41%	246	275	12%
June	610	648	6%	296	287	-3%
July	601	628	4%	278	292	5%
August	627	635	1%	300	310	3%
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	676	9%	274	294	7%



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

Peak Service Loop in August: 1st loop, 10:00 AM – 11:25 AM.

Additional Ridership Data:

The number of bicycles carried in August: **285**

The number of wheelchair lift usage in August: **8**

Shuttle On-Time Performance

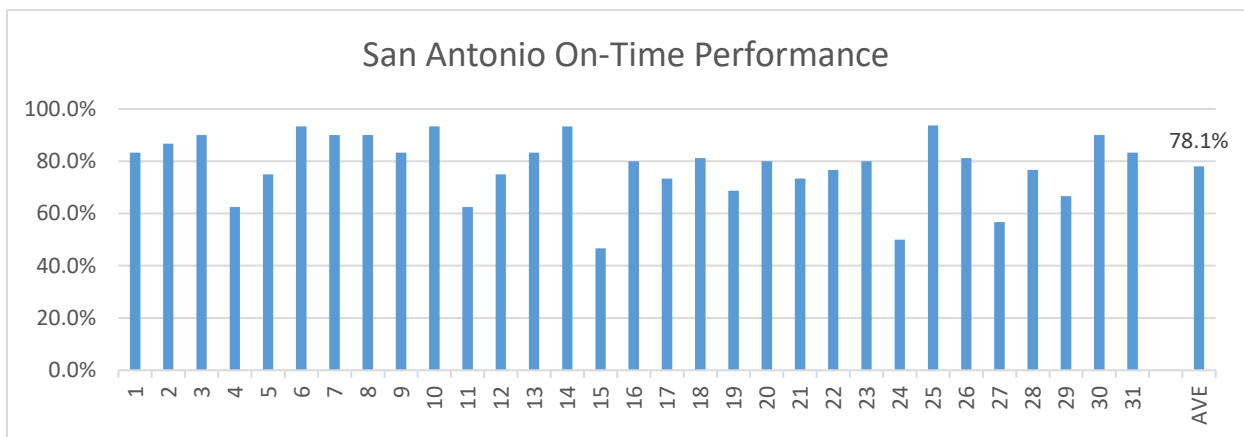
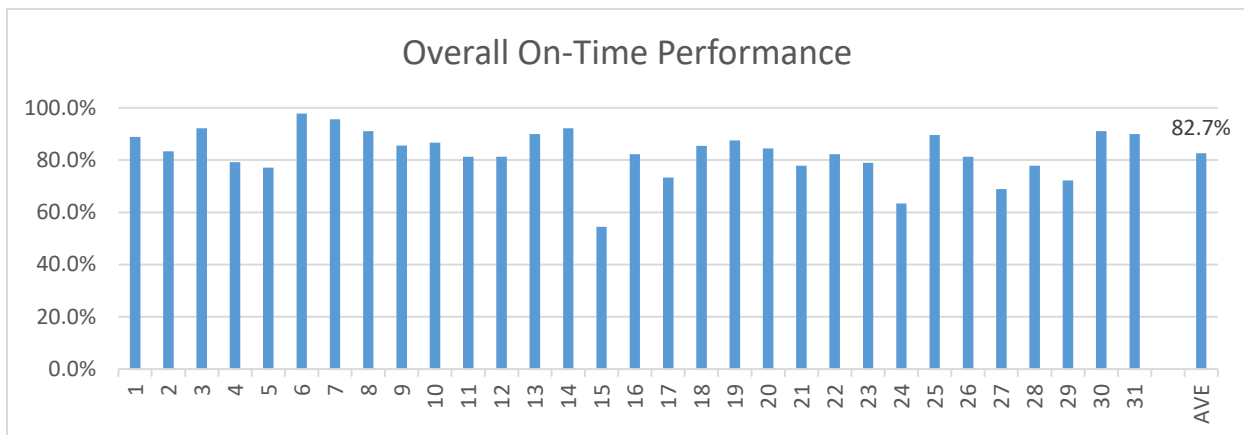
Percentage of being on-time:

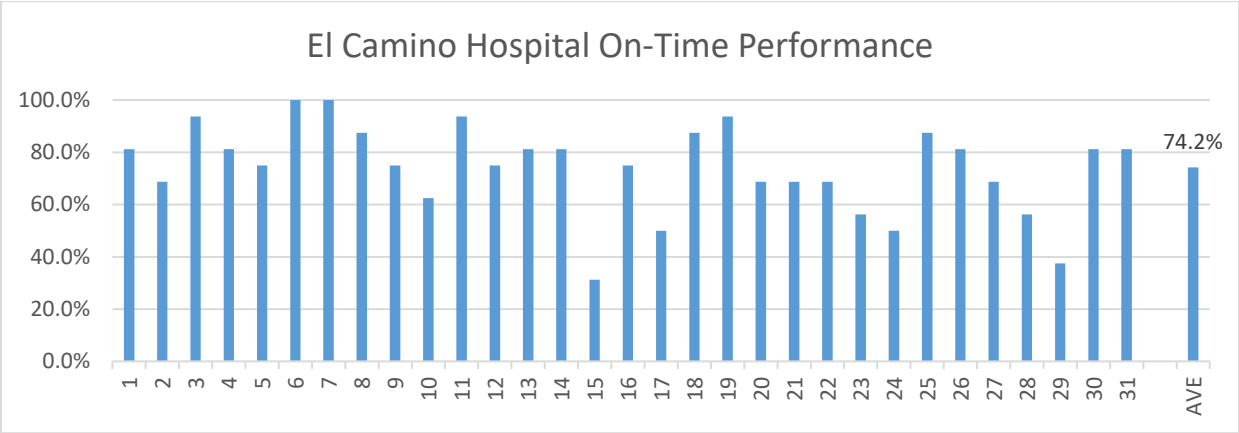
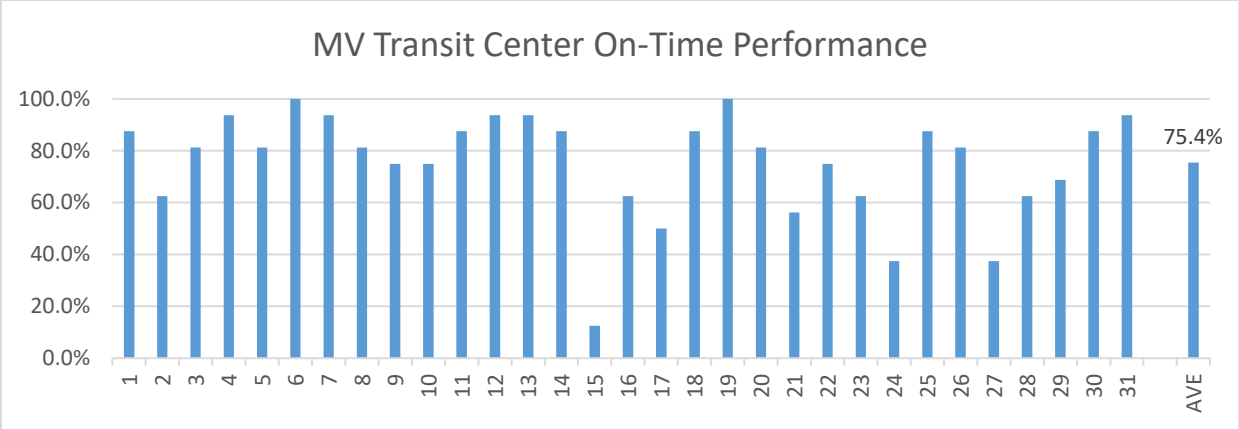
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 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 **82.7%***





Average Time Behind-Schedule in minutes:

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

Average Arrival Time: **2 minutes and 39 seconds (02:39)** behind schedule.

Below average on time performance was due to heavy traffic on Grant Road, which was caused by road construction.

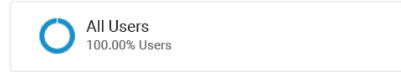
Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3100	18.0%	San Antonio Center	3177	18.8%
MV Transit Center	1556	9.0%	MV Transit Center	1579	9.3%
Senior/Teen Center	1486	8.6%	Senior/Teen Center (Red)	1576	9.3%
Grant Rd.	1226	7.1%	Grant Rd. (Red)	1285	7.6%
Rengstorff/Middlefield	824	4.8%	Rengstorff/Middlefield (Red)	789	4.7%
Civic Center	792	4.6%	Civic Center (Red)	759	4.5%
Middlefield/Easy	759	4.4%	El Camino Real/Sylvan (Red)	623	3.7%
Middlefield/Terra Bella	605	3.5%	El Camino Hospital	573	3.4%
El Camino Real/Sylvan	578	3.4%	Middlefield/Easy (Red)	498	2.9%
Cuesta/Miramonte	574	3.3%	California/Rengstorff (Red)	497	2.9%
Middlefield/Moffett	571	3.3%	Whisman Station (Red)	475	2.8%
Whisman Station	438	2.5%	California/Ortega East	427	2.5%
Graham Middle School	424	2.5%	Middlefield/Moffett (Red)	421	2.5%
California/Ortega West	415	2.4%	Sylvan Park (Red)	404	2.4%
Sylvan Park	406	2.4%	Cuesta/Miramonte (Red)	378	2.2%
Whisman/Middlefield	402	2.3%	Shoreline/Middlefield #1 (Red)	311	1.8%
California/Rengstorff	397	2.3%	Middlefield/Terra Bella (Red)	304	1.8%
California/Ortega East	363	2.1%	Castro/El Camino Real (Red)	298	1.8%
Rengstorff/Central	362	2.1%	California/Rengstorff	282	1.7%
El Camino Hospital	350	2.0%	Graham Middle School (Red)	277	1.6%
Community Center	308	1.8%	Villa/Franklin (Red)	273	1.6%
Castro/El Camino Real (Gray)	289	1.7%	California/Ortega West	246	1.5%
Shoreline/Middlefield #3 (Gray)	238	1.4%	Whisman/Middlefield (Red)	239	1.4%
Rengstorff/Montecito	161	0.9%	Villa/Mariposa	218	1.3%
Grant/Eunice	136	0.8%	Community Center (Red)	212	1.3%
Villa/Franklin	126	0.7%	Rengstorff/Central (Red)	207	1.2%
Villa/Shoreline	121	0.7%	Rengstorff/Montecito (Red)	191	1.1%
Shoreline/Pear	75	0.4%	Grant/Eunice	189	1.1%
Cuesta/Grant	69	0.4%	Cuesta/Grant	90	0.5%
Cuesta/Grant (Gray)	51	0.3%	Shoreline/Pear	84	0.5%
Shoreline/Middlefield #2	17	0.1%	Shoreline/Middlefield #2	17	0.1%
Total	17219	100.0%	Total	16899	100.0%

Summary of Website Activity

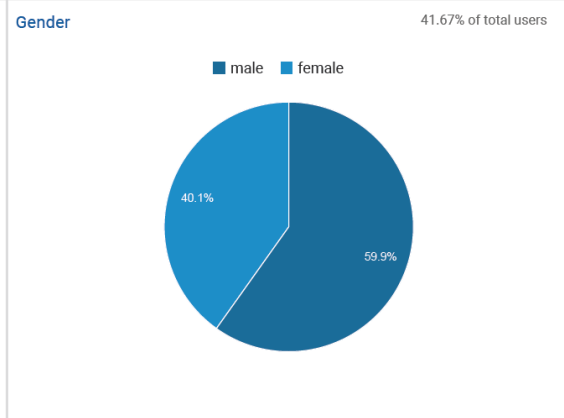
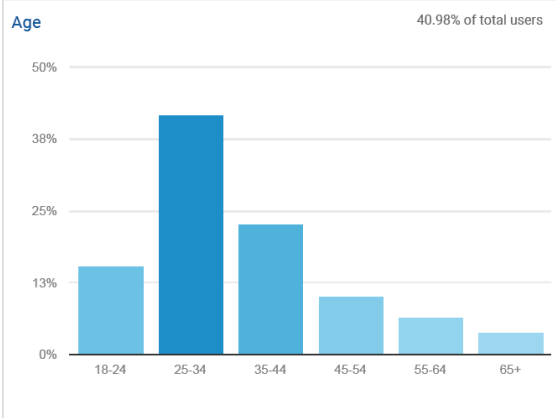
Year To Date/Monthly Report

Demographics: Overview

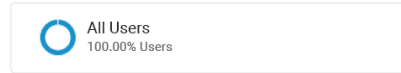


Jan 1, 2018 - Aug 31, 2018

Key Metric:

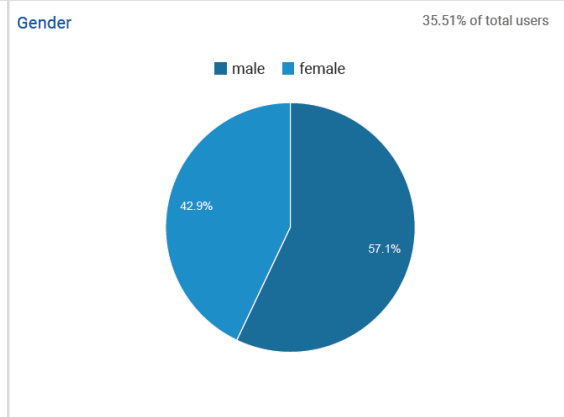
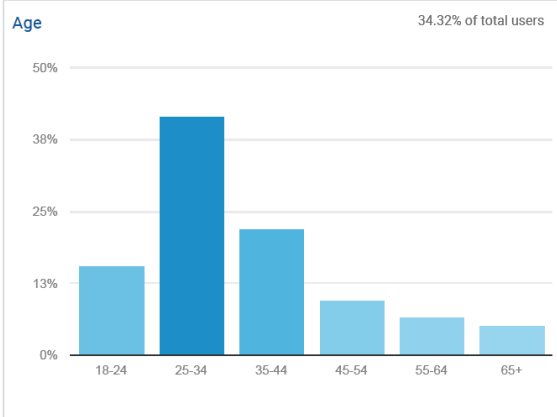


Demographics: Overview




Aug 1, 2018 - Aug 31, 2018

Key Metric:



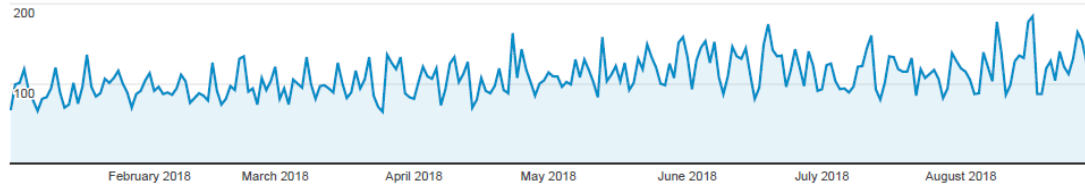
Audience Overview

Jan 1, 2018 - Aug 31, 2018


All Users
 100.00% Users

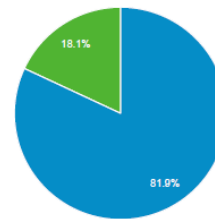
Overview

Users



Users 18,814	New Users 18,175	Sessions 29,870
Number of Sessions per User 1.59	Pageviews 61,557	Pages / Session 2.06
Avg. Session Duration 00:01:32	Bounce Rate 66.82%	

■ New Visitor
 ■ Returning Visitor



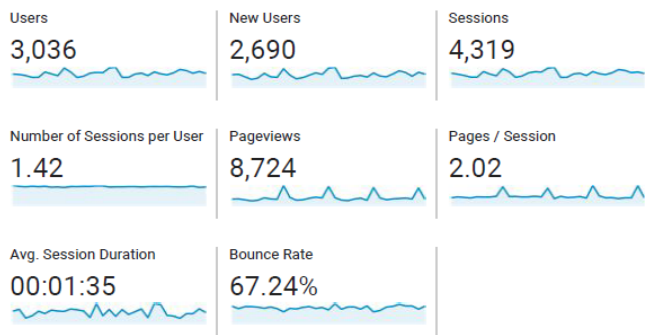
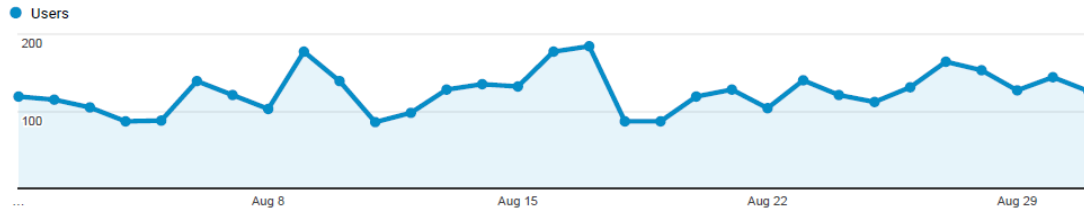
Language	Users	% Users
1. en-us	16,423	87.57%
2. en-gb	374	1.99%
3. fr	311	1.66%
4. zh-cn	247	1.32%
5. zh-tw	166	0.89%
6. ja-jp	126	0.67%
7. pt-br	113	0.60%
8. ko	100	0.53%
9. es-xl	86	0.46%
10. en-ca	67	0.36%

Audience Overview

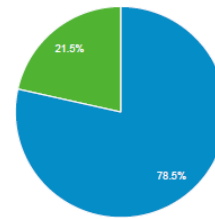
Aug 1, 2018 - Aug 31, 2018

All Users
100.00% Users

Overview

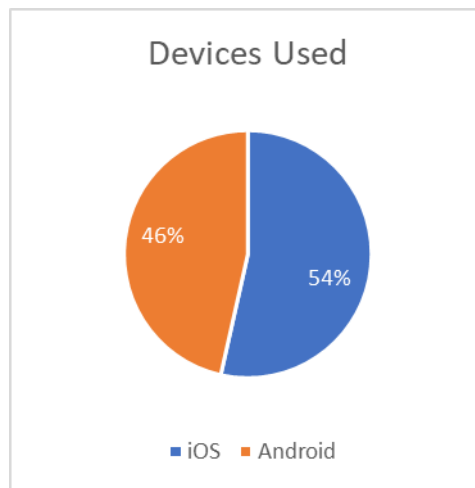
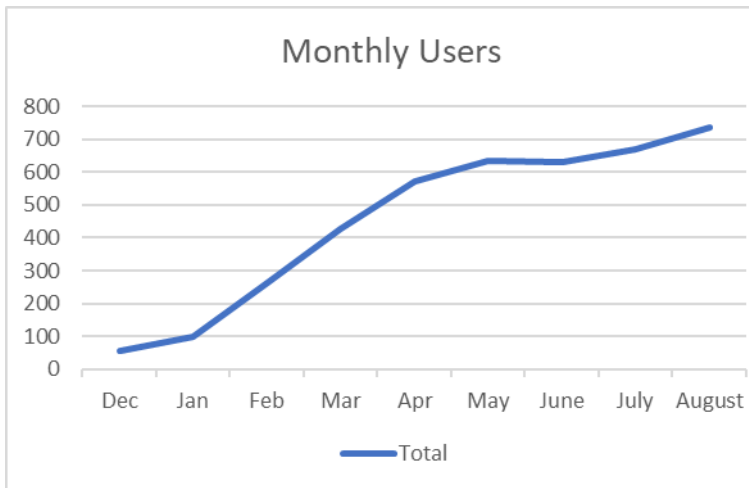
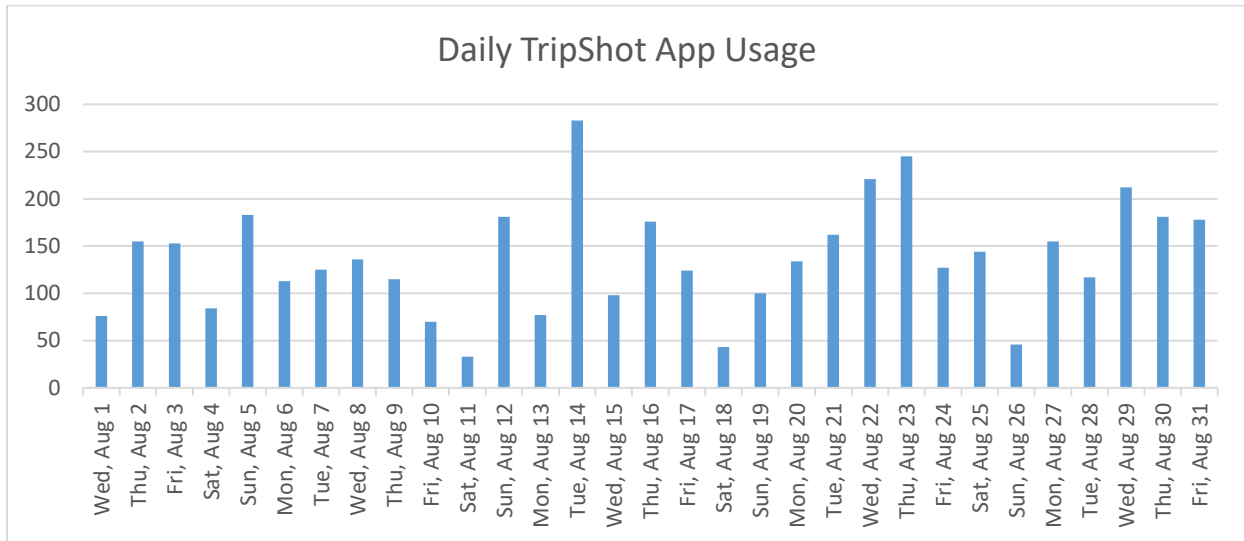


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,532	83.26%
2. pt-br	87	2.86%
3. fr	80	2.63%
4. en-gb	55	1.81%
5. zh-cn	42	1.38%
6. zh-tw	27	0.89%
7. ja-jp	25	0.82%
8. es-xl	21	0.69%
9. it-it	19	0.62%
10. ko	14	0.46%

Summary of TripShot App Activity



Users*: 737

App Sessions: 1192

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

Complaints Received by CSR Staff

- There was one complaint about a shuttle not stopping at a stop
- There was one complaint about driver speed and safety at El Camino Hospital
 - Incident was reported to Driver Managers. Drivers were reminded to maintain safe speeds at all time, especially when entering a high pedestrian traffic area
- There was one complaint that the wheelchair lifts are excessively noisy
 - Shuttles will be receiving heavy duty covers to go over the lifts to help mitigate rattling
- There was one complaint the on-bus WiFi is inconsistent
 - This is being monitored and investigated
- There have been complaints about the electric buses not having or not using the air conditioning
 - All of the vehicles have been scheduled to have their air conditioning units serviced and repaired