

Mountain View Community Shuttle Monthly Operations Report

December 11, 2017

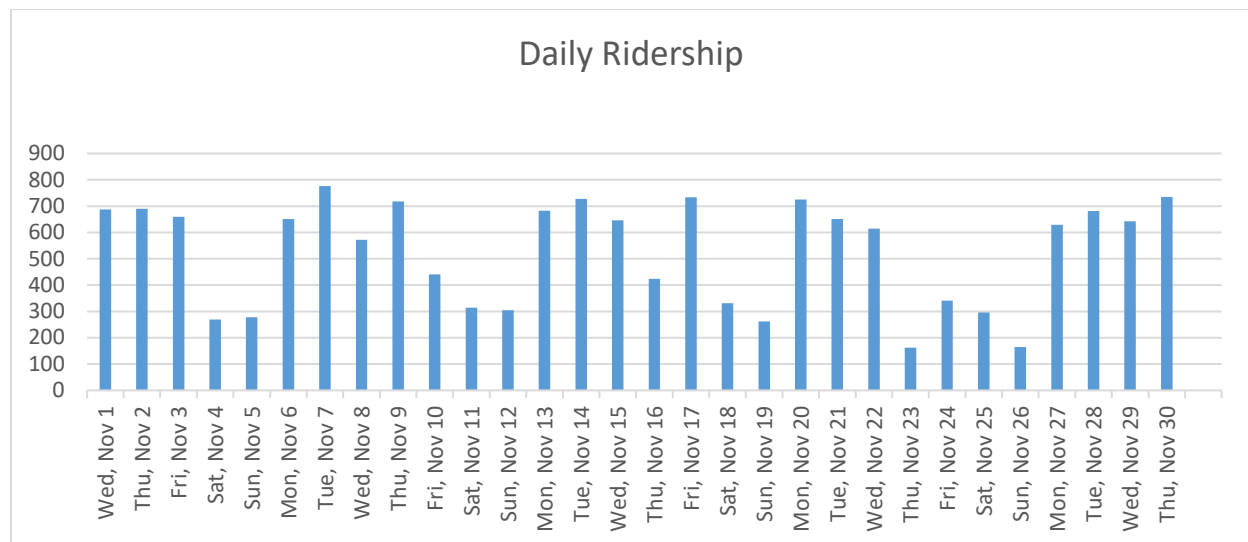
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Passengers per Day, Table

			Wed, Nov 1	Thu, Nov 2	Fri, Nov 3	Sat, Nov 4
			688	690	659	269
Sun, Nov 5	Mon, Nov 6	Tue, Nov 7	Wed, Nov 8	Thu, Nov 9	Fri, Nov 10	Sat, Nov 11
278	651	776	572	718	441	314
Sun, Nov 12	Mon, Nov 13	Tue, Nov 14	Wed, Nov 15	Thu, Nov 16	Fri, Nov 17	Sat, Nov 18
304	683	728	646	424	734	331
Sun, Nov 19	Mon, Nov 20	Tue, Nov 21	Wed, Nov 22	Thu, Nov 23	Fri, Nov 24	Sat, Nov 25
262	725	651	614	162	341	296
Sun, Nov 26	Mon, Nov 27	Tue, Nov 28	Wed, Nov 29	Thu, Nov 30		
165	629	681	643	735		

Passengers per Day, Chart

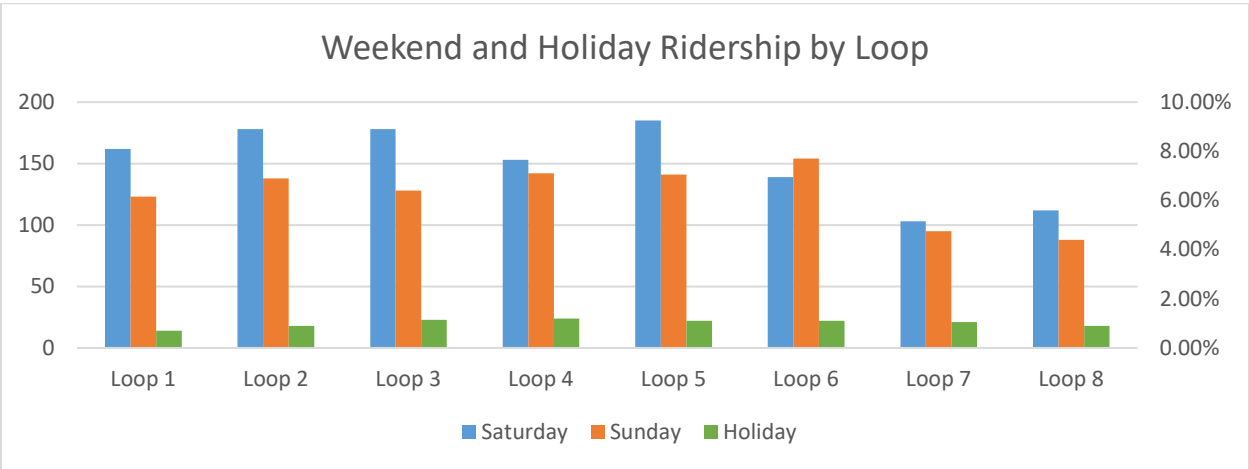
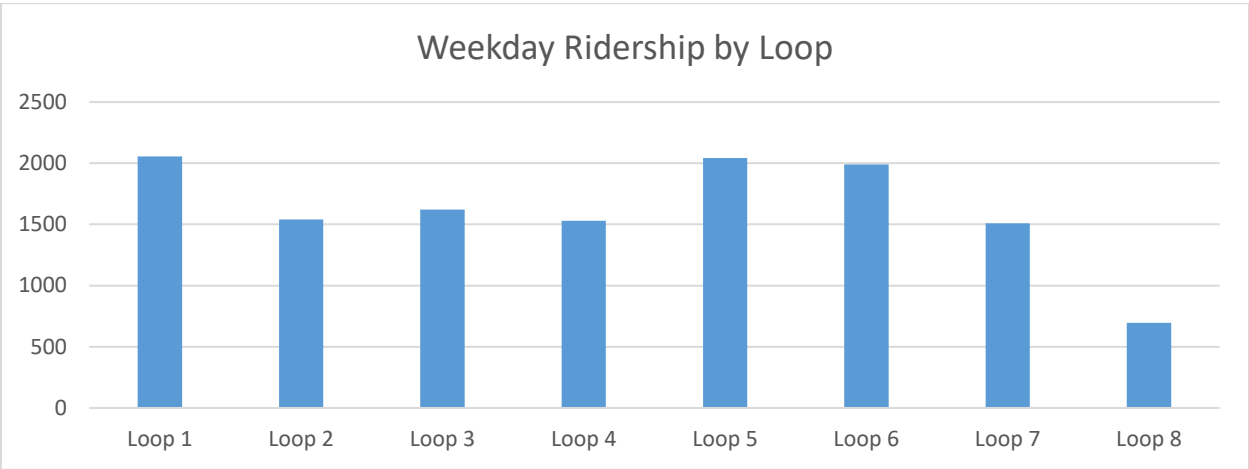
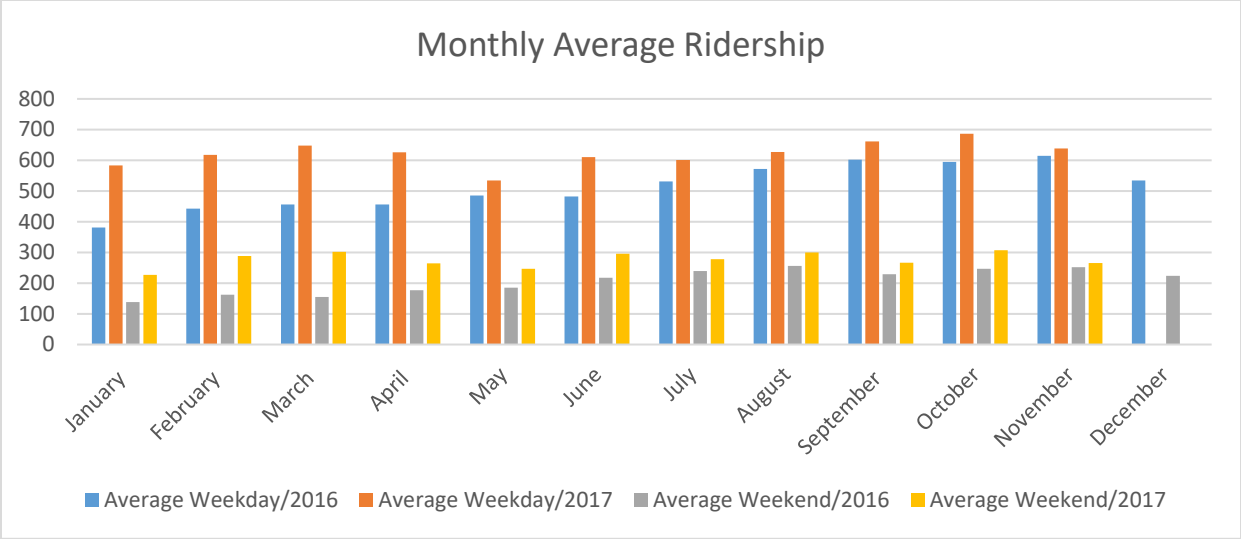


Ridership Year-To-Date

	Total/2016	Total/2017	% change	Weekday Totals/ 2016	Weekday Totals/ 2017	% change	Weekend Totals/ 2016	Weekend Totals/ 2017	% change
January	8899	14527	63%	7239	12258	69%	1660	2269	37%
February	10349	14332	38%	8850	11744	33%	1499	2588	73%
March	11728	17313	48%	10492	14896	42%	1236	2417	96%
April	11168	15162	36%	9568	12517	31%	1600	2645	65%
May	12355	16549	34%	10495	14333	37%	1860	2216	19%
June	12345	15788	28%	10604	13424	27%	1741	2364	36%
July	13248	15088	14%	10614	12025	13%	2634	3063	16%
August	15199	16828	11%	13151	14431	10%	2048	2397	17%
September	14710	15786	7%	12645	13163	4%	2065	2623	27%
October	14959	17876	19%	12489	15117	21%	2470	2759	12%
November	14820	15810	7%	12296	13429	9%	2524	2381	-6%
December	13758			7153			6605		
Year to Date	153,538	175,059							

Average Daily Ridership 2016-2017

	Average Weekday / 2016	Average Weekday/ 2017	% change	Average Weekend/ 2016	Average Weekend/ 2017	% change
January	381	584	53%	138	227	64%
February	443	618	40%	162	288	78%
March	456	648	42%	155	302	95%
April	456	626	37%	177	265	49%
May	486	534	10%	185	246	33%
June	482	610	27%	218	296	36%
July	531	601	13%	239	278	16%
August	572	627	10%	256	300	17%
September	602	661	10%	229	266	16%
October	595	687	15%	247	307	24%
November	615	639	4%	252	265	5%
December	534			224		
YTD Average	513	621	21%	207	276	34%



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

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

Additional Ridership Data:

The number of bicycles carried in November: **276**

The number of wheelchair lift usage in November: **N/A**

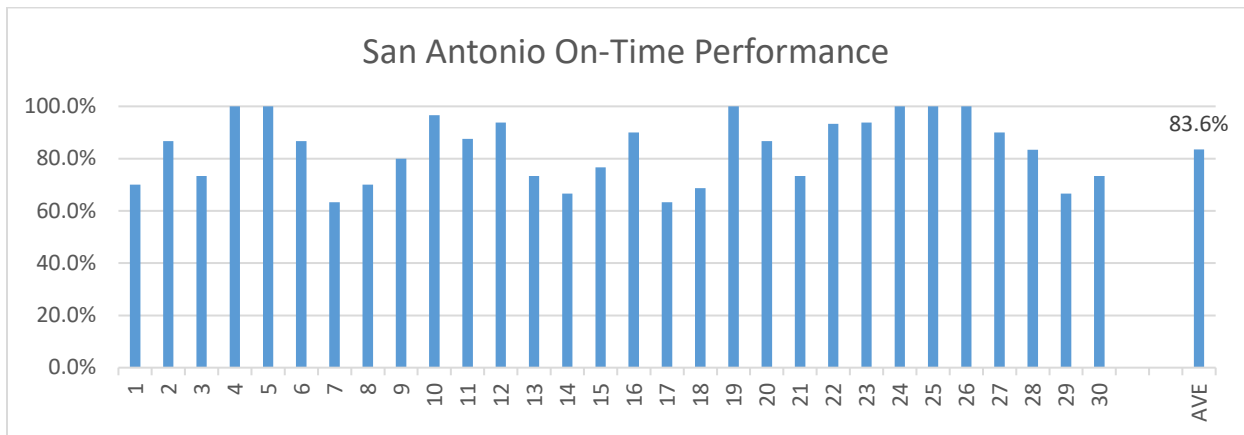
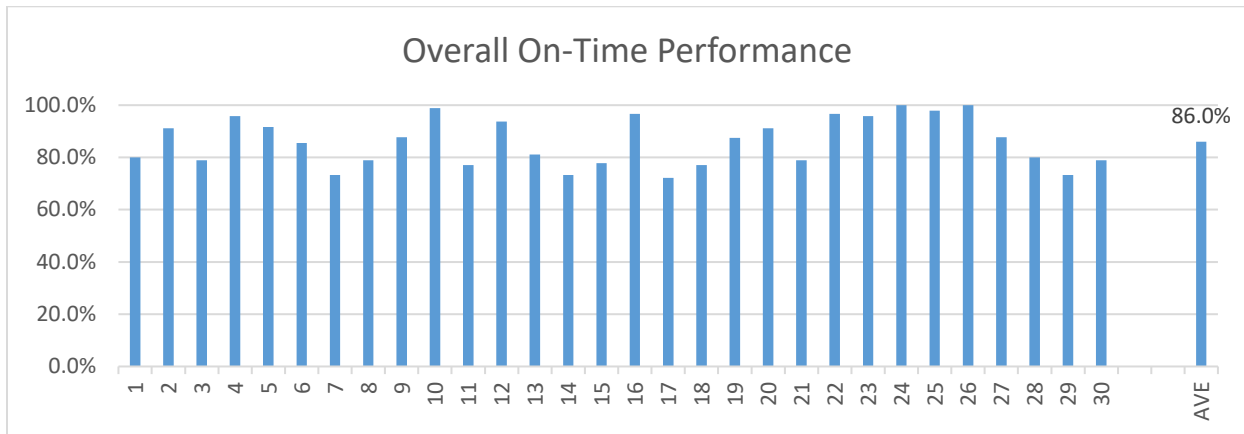
Shuttle On-Time Performance

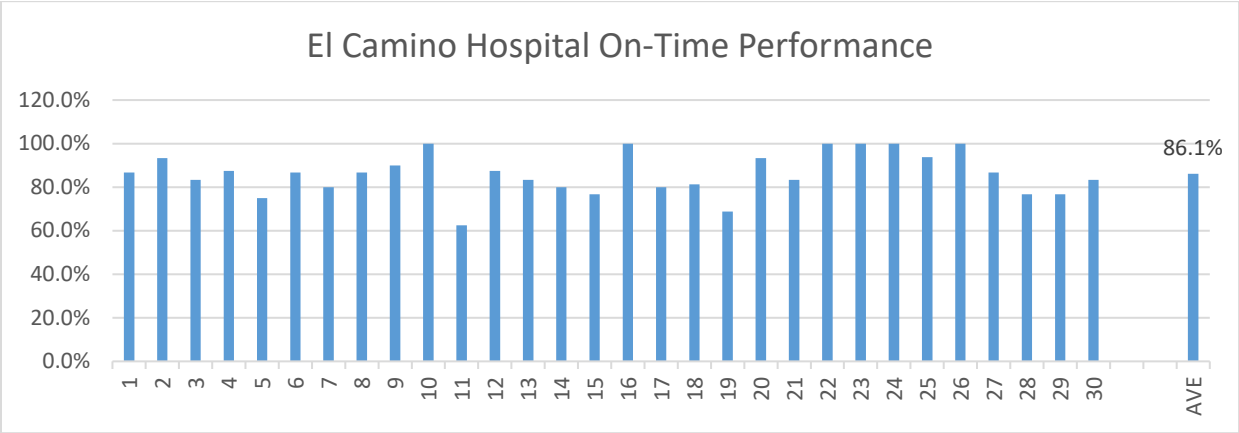
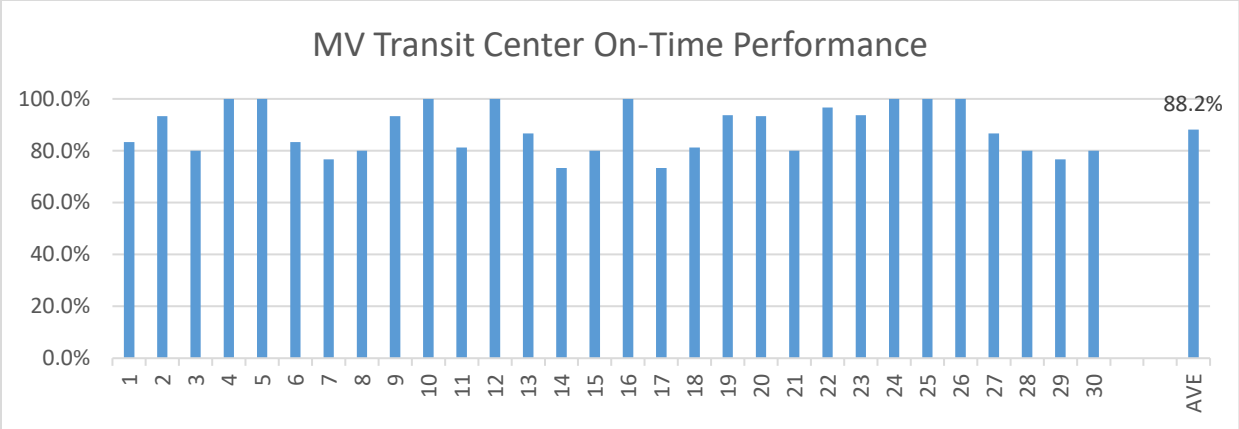
Percentage of being on-time:

On-Time performance data is now 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.

Overall average of all shuttles being on time is **86%**





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 8 seconds (02:08)** behind schedule.


Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2522	15.2%	San Antonio Center	2572	17.1%
Senior/Teen Center	1478	8.9%	MV Transit Center	1346	9.0%
MV Transit Center	1439	8.7%	Grant Rd. (Red)	1299	8.6%
Grant Rd.	1218	7.4%	Senior/Teen Center (Red)	1217	8.1%
Civic Center	786	4.7%	Civic Center (Red)	733	4.9%
Middlefield/Terra Bella	771	4.7%	Rengstorff/Middlefield (Red)	654	4.4%
Middlefield/Easy	668	4.0%	El Camino Real/Sylvan (Red)	565	3.8%
Middlefield/Moffett	654	3.9%	Middlefield/Terra Bella (Red)	473	3.1%
Graham Middle School	626	3.8%	El Camino Hospital	465	3.1%
Rengstorff/Middlefield	594	3.6%	Sylvan Park (Red)	455	3.0%
Cuesta/Miramonte	583	3.5%	Middlefield/Moffett (Red)	444	3.0%
El Camino Real/Sylvan	551	3.3%	California/Rengstorff (Red)	435	2.9%
Sylvan Park	527	3.2%	Middlefield/Easy (Red)	422	2.8%
Whisman Station	474	2.9%	Whisman Station (Red)	406	2.7%
California/Rengstorff	465	2.8%	California/Ortega East	387	2.6%
Rengstorff/Central	401	2.4%	Cuesta/Miramonte (Red)	330	2.2%
California/Ortega West	383	2.3%	California/Rengstorff	307	2.0%
Whisman/Middlefield	344	2.1%	Community Center (Red)	280	1.9%
El Camino Hospital	313	1.9%	Rengstorff/Central (Red)	268	1.8%
Community Center	291	1.8%	California/Ortega West	238	1.6%
California/Ortega East	267	1.6%	Castro/El Camino Real (Red)	214	1.4%
Castro/El Camino Real (Gray)	256	1.5%	Villa/Mariposa	197	1.3%
Shoreline/Middlefield #3 (Gray)	234	1.4%	Villa/Franklin (Red)	197	1.3%
Rengstorff/Montecito	193	1.2%	Whisman/Middlefield (Red)	192	1.3%
Villa/Franklin	124	0.7%	Graham Middle School (Red)	188	1.3%
Cuesta/Grant	96	0.6%	Rengstorff/Montecito (Red)	183	1.2%
Grant/Eunice	93	0.6%	Shoreline/Middlefield #1 (Red)	175	1.2%
Villa/Shoreline	76	0.5%	Grant/Eunice	157	1.0%
Shoreline/Pear	57	0.3%	Cuesta/Grant	124	0.8%
Cuesta/Grant (Gray)	49	0.3%	Shoreline/Pear	67	0.4%
Shoreline/Middlefield #2	25	0.2%	Shoreline/Middlefield #2	42	0.3%
Total	16558	100.0%	Total	15032	100.0%

Summary of Website Activity

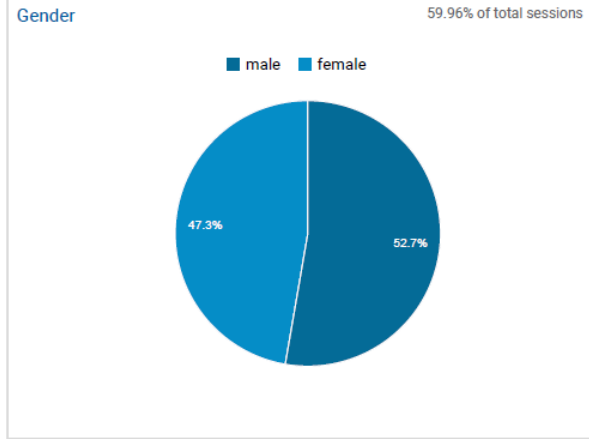
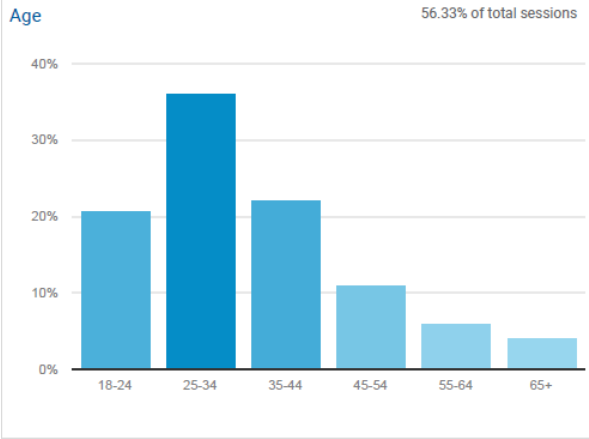
Year To Date and Monthly Report

Demographics: Overview


 All Users
100.00% Sessions

Jan 1, 2017 - Nov 30, 2017

Key Metric:

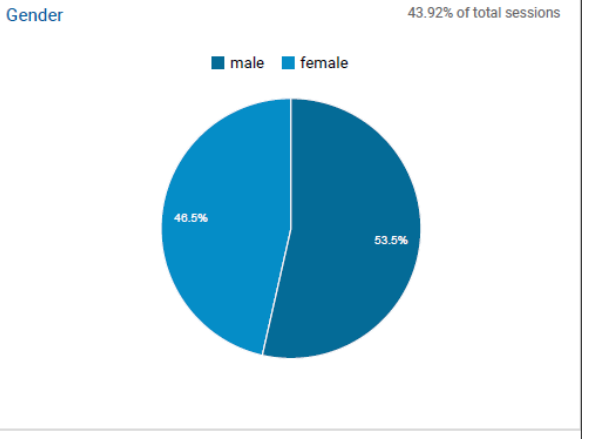
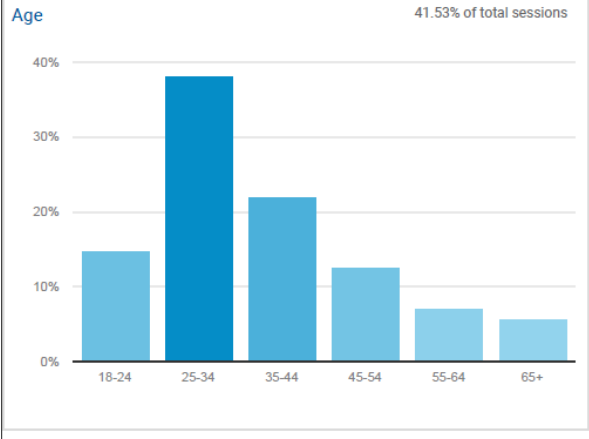


Demographics: Overview

 All Users
100.00% Sessions


Nov 1, 2017 - Nov 30, 2017

Key Metric:



Audience Overview

Jan 1, 2017 - Nov 30, 2017


All Users
 100.00% Sessions

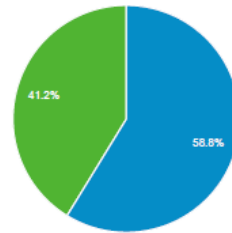
Overview

Sessions



Sessions 43,083	Users 25,915	Pageviews 88,449
Pages / Session 2.05	Avg. Session Duration 00:01:46	Bounce Rate 59.77%
% New Sessions 58.72%		

■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	38,082	88.39%
2. en-gb	1,288	2.99%
3. zh-cn	604	1.40%
4. ru	468	1.09%
5. zh-tw	322	0.75%
6. ja-jp	268	0.62%
7. es-xl	263	0.61%
8. es-419	233	0.54%
9. ja	185	0.43%
10. en-ca	125	0.29%

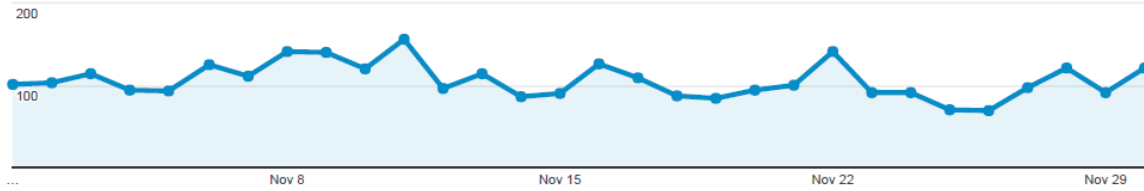
Audience Overview

Nov 1, 2017 - Nov 30, 2017

All Users
100.00% Sessions

Overview

Sessions



Sessions

3,176

Users

2,221

Pageviews

6,527

Pages / Session

2.06

Avg. Session Duration

00:01:27

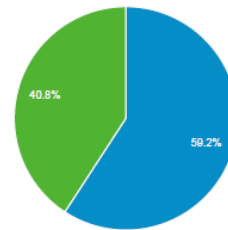
Bounce Rate

66.22%

% New Sessions

59.13%

■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	2,743	86.37%
2. en-gb	182	5.73%
3. zh-cn	42	1.32%
4. es-xl	26	0.82%
5. en-sg	21	0.66%
6. ja-jp	17	0.54%
7. zh-tw	16	0.50%
8. pt-br	15	0.47%
9. en-au	14	0.44%
10. ko	14	0.44%

Complaints Received by CSR Staff

- There was one complaint that a passenger was given incorrect information about the Lost and Found.
- There was one complaint that a passenger was told that he had to get off of the shuttle and wait for an hour until the next shuttle arrived.
 - CSR tried to call and clarify the miscommunication but was unable to reach the passenger.