

Mountain View Community Shuttle Monthly Operations Report

March 8, 2018

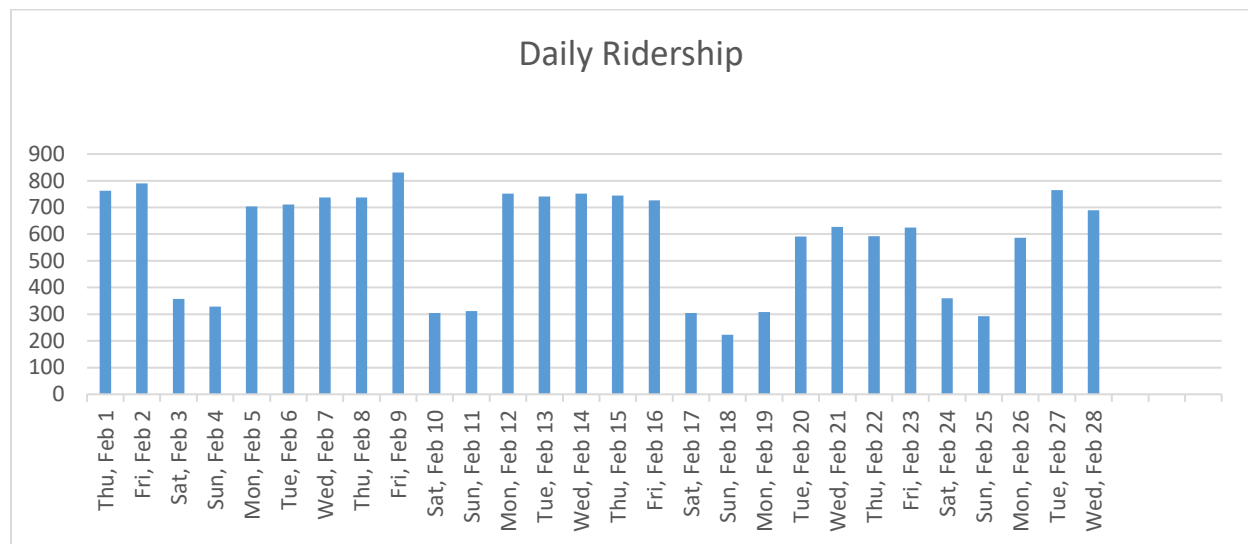
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Passengers per Day, Table

				Thu, Feb 1	Fri, Feb 2	Sat, Feb 3
				762	790	357
Sun, Feb 4	Mon, Feb 5	Tue, Feb 6	Wed, Feb 7	Thu, Feb 8	Fri, Feb 9	Sat, Feb 10
328	704	711	737	737	831	305
Sun, Feb 11	Mon, Feb 12	Tue, Feb 13	Wed, Feb 14	Thu, Feb 15	Fri, Feb 16	Sat, Feb 17
312	752	741	751	744	726	304
Sun, Feb 18	Mon, Feb 19	Tue, Feb 20	Wed, Feb 21	Thu, Feb 22	Fri, Feb 23	Sat, Feb 24
223	308	591	627	592	625	360
Sun, Feb 25	Mon, Feb 26	Tue, Feb 27	Wed, Feb 28			
293	586	765	689			

Passengers per Day, Chart

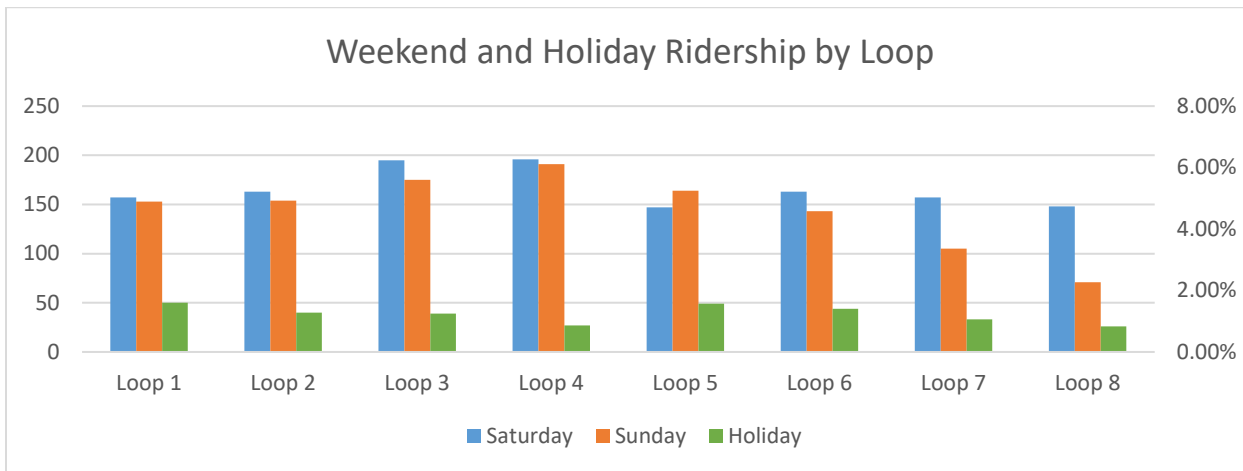
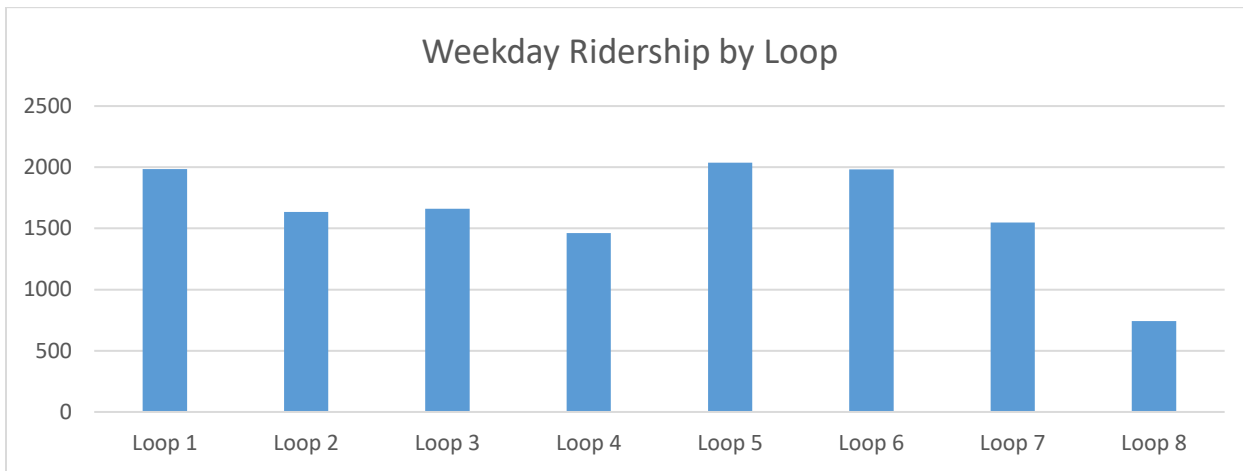
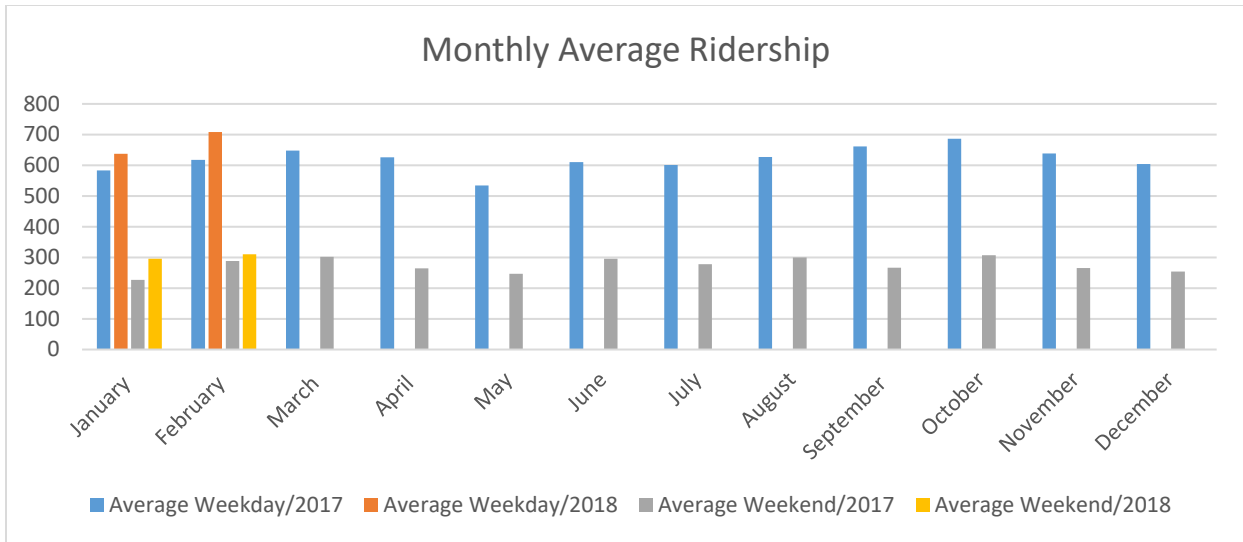


Ridership Year-To-Date

	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			14896			2417		
April	15162			12517			2645		
May	16549			14333			2216		
June	15788			13424			2364		
July	15088			12025			3063		
August	16828			14431			2397		
September	15786			13163			2623		
October	17876			15117			2759		
November	15810			13429			2381		
December	14866			12075			2791		
Year to Date	189,925	32,605							

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			302		
April	626			265		
May	534			246		
June	610			296		
July	601			278		
August	627			300		
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	673	9%	274	303	10%



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

Peak Service Loop in February: 5th loop, 2:00 PM – 3:25 PM.

Additional Ridership Data:

The number of bicycles carried in February: **244**

The number of wheelchair lift usage in February: **9**

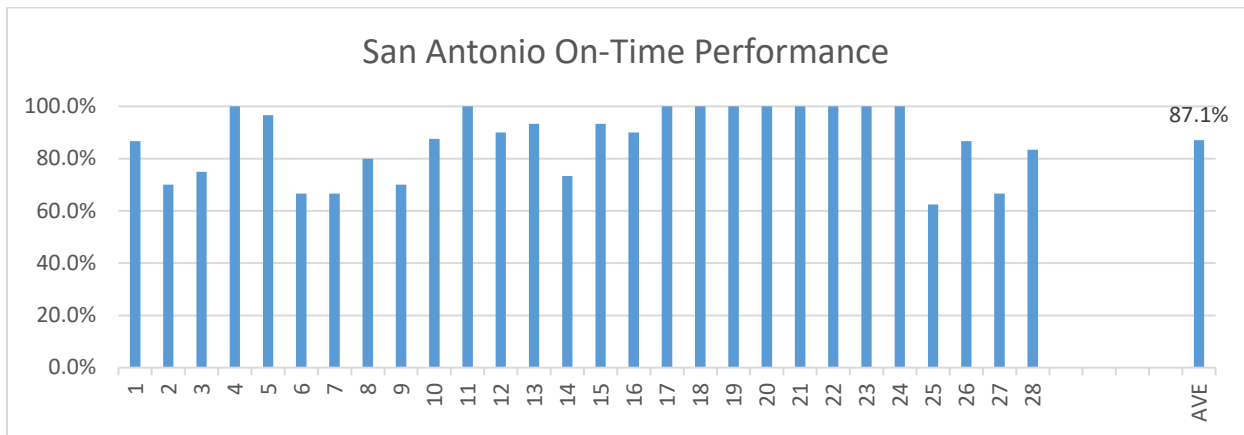
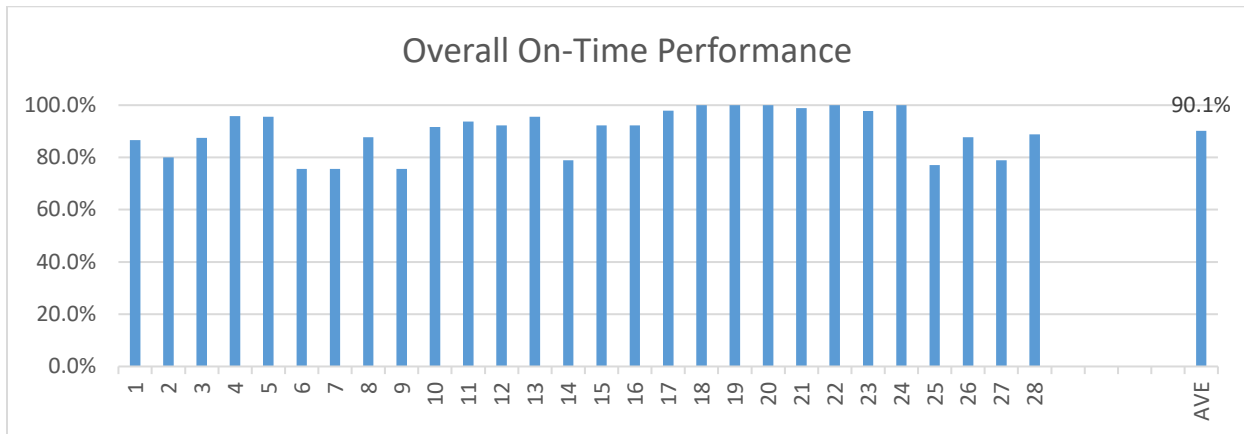
Shuttle On-Time Performance

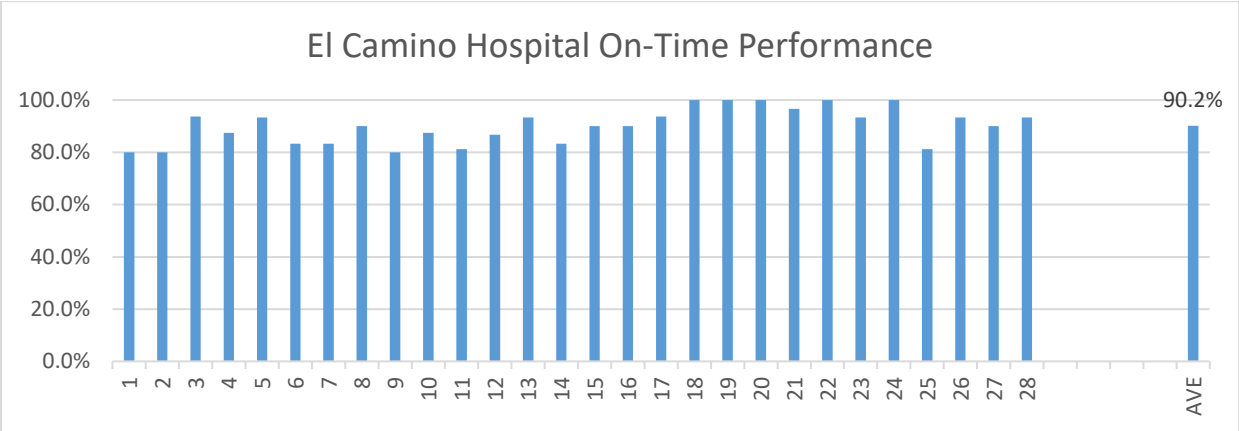
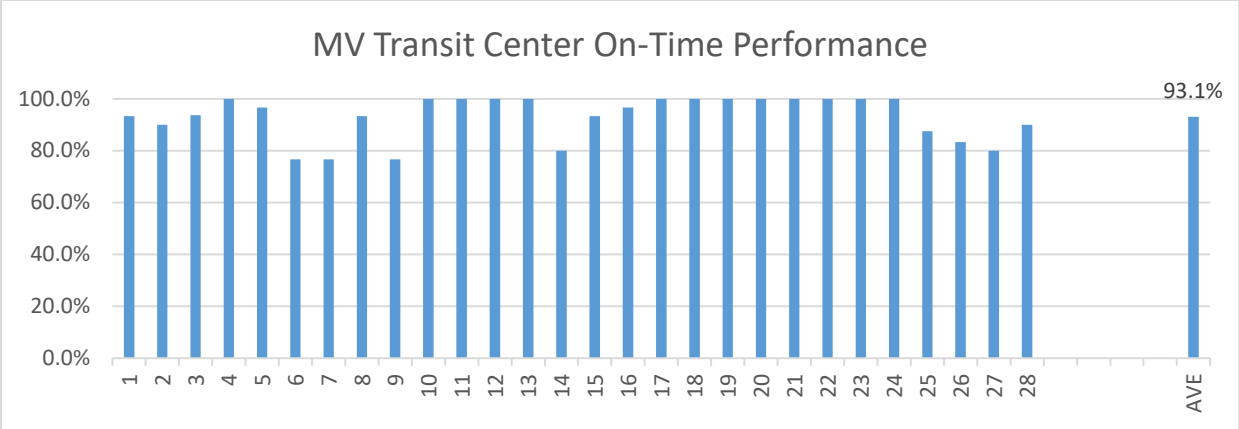
Percentage of being on-time:

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.

Overall average of all shuttles being on time is **90.1%**





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: **1 minutes and 54 seconds (01:54)** behind schedule.

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2798	16.6%	San Antonio Center	2749	17.6%
MV Transit Center	1440	8.5%	MV Transit Center	1380	8.8%
Senior/Teen Center	1424	8.4%	Senior/Teen Center (Red)	1348	8.6%
Grant Rd.	1181	7.0%	Grant Rd. (Red)	1227	7.9%
Middlefield/Moffett	744	4.4%	Rengstorff/Middlefield (Red)	705	4.5%
Civic Center	721	4.3%	Civic Center (Red)	632	4.1%
Middlefield/Terra Bella	719	4.3%	El Camino Real/Sylvan (Red)	562	3.6%
Rengstorff/Middlefield	707	4.2%	Middlefield/Moffett (Red)	536	3.4%
Graham Middle School	618	3.7%	Sylvan Park (Red)	527	3.4%
Middlefield/Easy	611	3.6%	El Camino Hospital	490	3.1%
El Camino Real/Sylvan	592	3.5%	Middlefield/Easy (Red)	460	2.9%
Sylvan Park	538	3.2%	Middlefield/Terra Bella (Red)	445	2.9%
Cuesta/Miramonte	537	3.2%	California/Ortega East	402	2.6%
Whisman Station	490	2.9%	California/Rengstorff (Red)	400	2.6%
Rengstorff/Central	468	2.8%	Whisman Station (Red)	345	2.2%
California/Rengstorff	390	2.3%	Cuesta/Miramonte (Red)	324	2.1%
California/Ortega West	366	2.2%	Rengstorff/Central (Red)	296	1.9%
Whisman/Middlefield	342	2.0%	California/Rengstorff	283	1.8%
California/Ortega East	332	2.0%	Graham Middle School (Red)	263	1.7%
El Camino Hospital	295	1.8%	Community Center (Red)	262	1.7%
Community Center	276	1.6%	Villa/Franklin (Red)	249	1.6%
Castro/El Camino Real (Gray)	257	1.5%	Shoreline/Middlefield #1 (Red)	249	1.6%
Rengstorff/Montecito	228	1.4%	Castro/El Camino Real (Red)	241	1.5%
Shoreline/Middlefield #3 (Gray)	180	1.1%	Rengstorff/Montecito (Red)	217	1.4%
Villa/Franklin	123	0.7%	Villa/Mariposa	206	1.3%
Grant/Eunice	110	0.7%	California/Ortega West	205	1.3%
Cuesta/Grant	107	0.6%	Grant/Eunice	188	1.2%
Shoreline/Pear	103	0.6%	Whisman/Middlefield (Red)	181	1.2%
Villa/Shoreline	99	0.6%	Cuesta/Grant	124	0.8%
Cuesta/Grant (Gray)	41	0.2%	Shoreline/Pear	91	0.6%
Shoreline/Middlefield #2	19	0.1%	Shoreline/Middlefield #2	8	0.1%
Total	16856	100.0%	Total	15595	100.0%

Summary of Website Activity

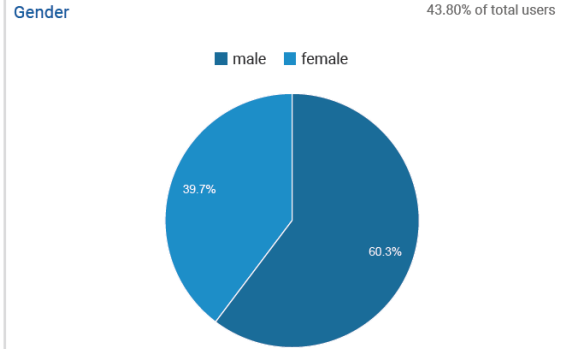
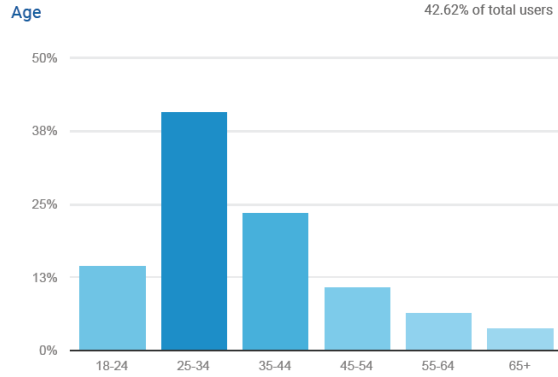
Year To Date/Monthly Report

Demographics: Overview

All Users
100.00% Users

Jan 1, 2018 - Feb 28, 2018

Key Metric:

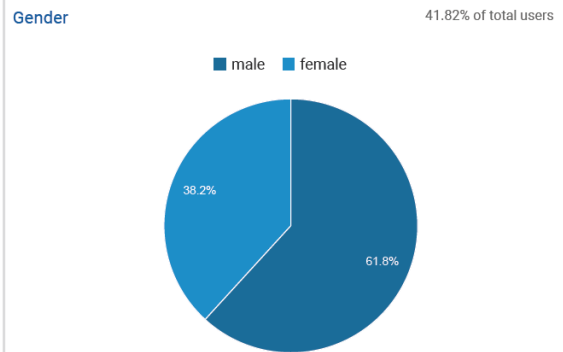
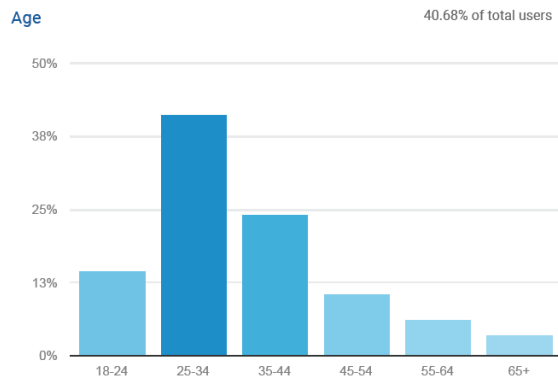


Demographics: Overview

All Users
100.00% Users

Feb 1, 2018 - Feb 28, 2018

Key Metric:



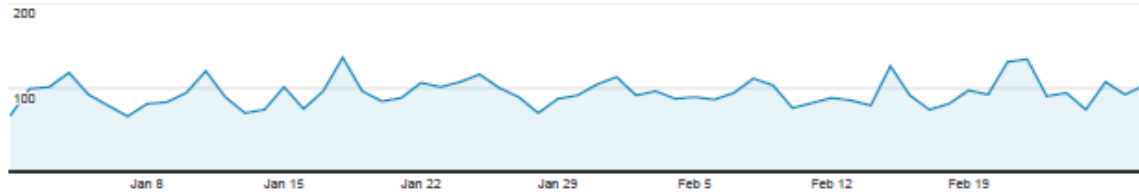
Audience Overview

Jan 1, 2018 - Feb 28, 2018

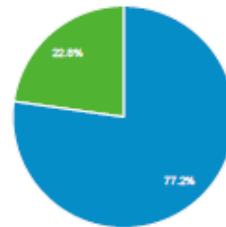
All Users
100.00% Users

Overview

Users



■ New Visitor ■ Returning Visitor



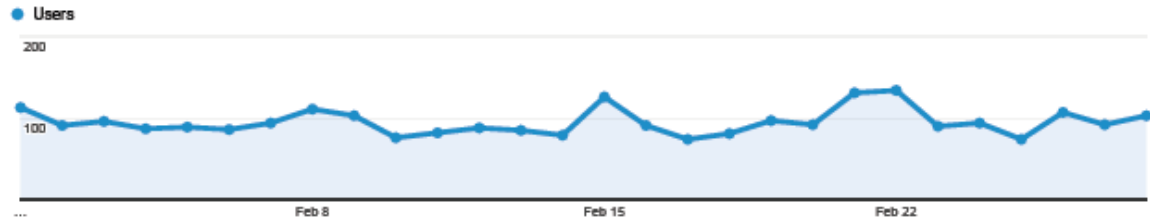
Language	Users	% Users
1. en-us	3,755	90.39%
2. en-gb	95	2.29%
3. zh-cn	46	1.11%
4. ja-jp	37	0.89%
5. ko	32	0.77%
6. zh-tw	29	0.70%
7. es-xl	20	0.48%
8. es-419	18	0.43%
9. ja	13	0.31%
10. en-ca	11	0.26%

Audience Overview

Feb 1, 2018 - Feb 28, 2018


All Users
 100.00% Users

Overview

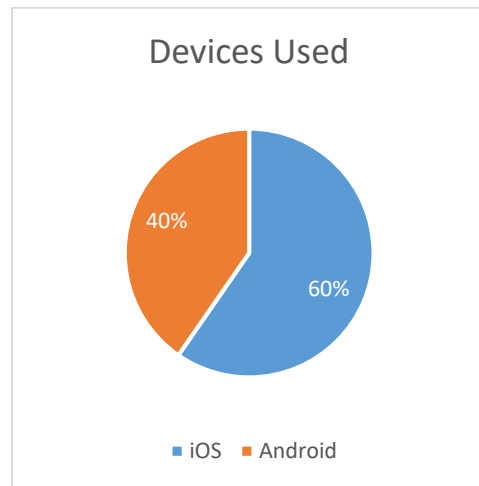
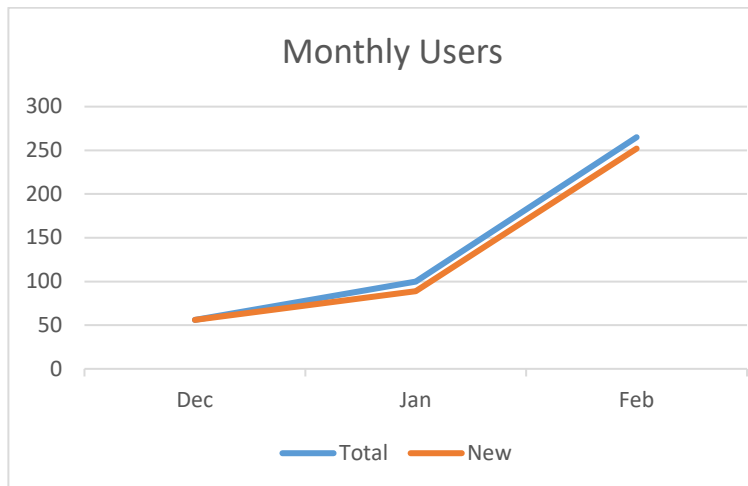
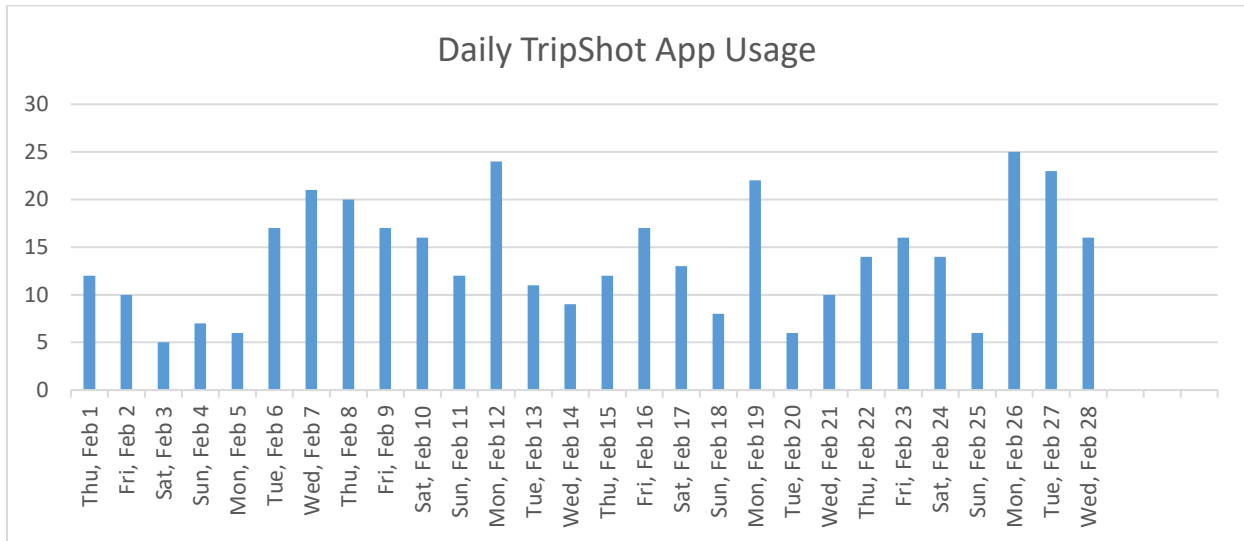


Users 2,109	New Users 1,777	Sessions 3,057
Number of Sessions per User 1.45	Pageviews 6,657	Pages / Session 2.18
Avg. Session Duration 00:01:31	Bounce Rate 67.62%	



Language	Users	% Users
1. en-us	1,904	90.19%
2. en-gb	50	2.37%
3. zh-cn	26	1.23%
4. ja-jp	18	0.85%
5. zh-tw	15	0.71%
6. ko	13	0.62%
7. es-419	11	0.52%
8. es-xl	11	0.52%
9. en-eg	8	0.38%
10. ja	8	0.38%

Summary of TripShot App Activity



Users*: 265

New Users*: 252

App Sessions: 389

**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 were three complaints about shuttles not arriving on time.
 - One was due to major construction and road closure delays
- There was one complaint that a shuttle ran a red light.
 - Upon investigation, it was determined that the driver did not run the red light, but entered the intersection while the light was yellow and was then delayed by a pedestrian crossing the street illegally, resulting in the shuttle completing the traversal of the intersection after the light had already turned red. No law was broken, but situation was deemed potentially hazardous and the driver manager followed up with the driver to discuss safe road practices.
- There was one complaint that shuttle drove past stop without stopping.
 - Caller was apologized to and informed of the next arriving shuttle. Drivers are regularly reminded to be vigilant in watching for potential passengers.