

Mountain View Community Shuttle Monthly Operations Report

June 11, 2018

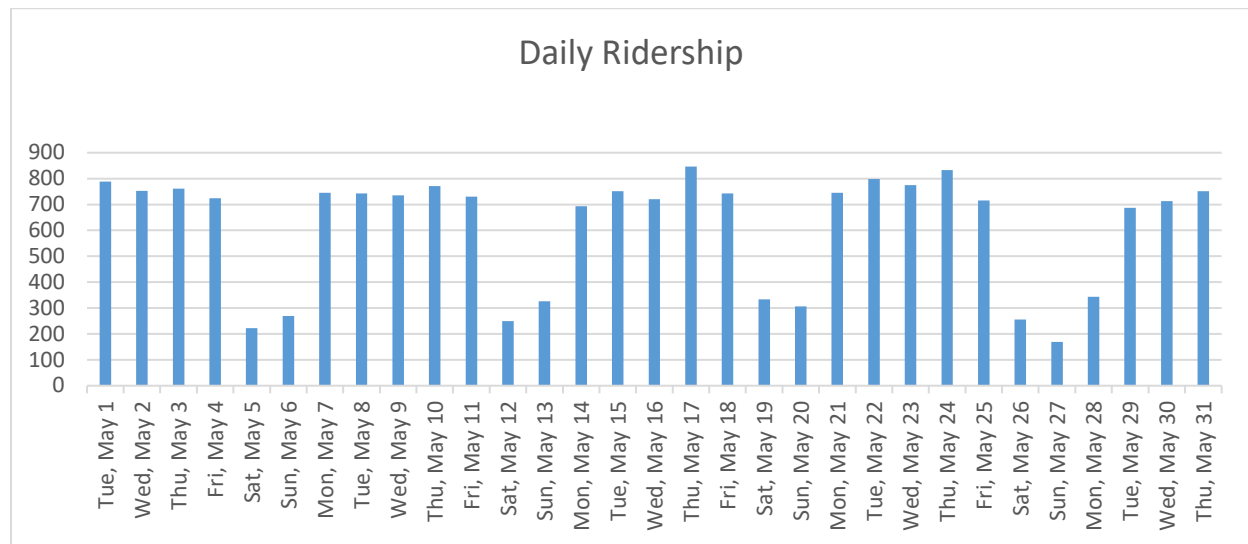
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Passengers per Day, Table

		Tue, May 1	Wed, May 2	Thu, May 3	Fri, May 4	Sat, May 5
		789	752	761	724	222
Sun, May 6	Mon, May 7	Tue, May 8	Wed, May 9	Thu, May 10	Fri, May 11	Sat, May 12
269	745	743	735	771	730	250
Sun, May 13	Mon, May 14	Tue, May 15	Wed, May 16	Thu, May 17	Fri, May 18	Sat, May 19
326	693	751	720	847	743	334
Sun, May 20	Mon, May 21	Tue, May 22	Wed, May 23	Thu, May 24	Fri, May 25	Sat, May 26
306	745	798	775	833	716	256
Sun, May 27	Mon, May 28	Tue, May 29	Wed, May 30	Thu, May 31		
169	343	687	713	751		

Passengers per Day, Chart

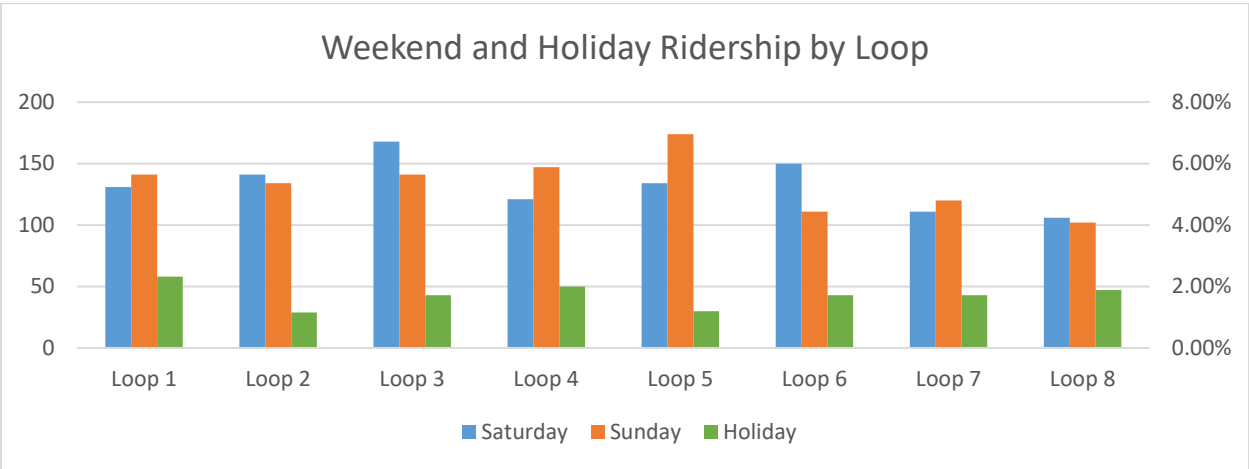
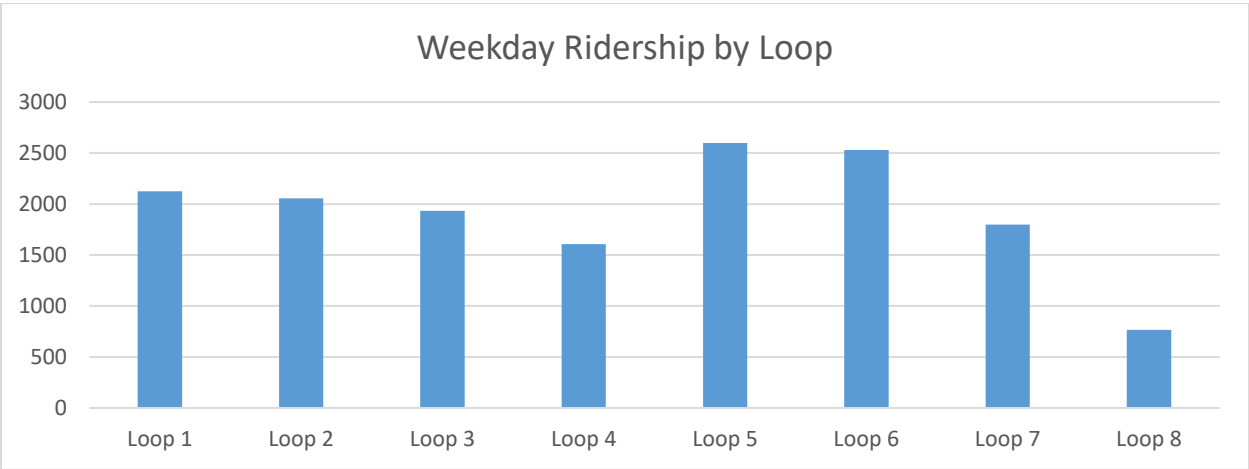
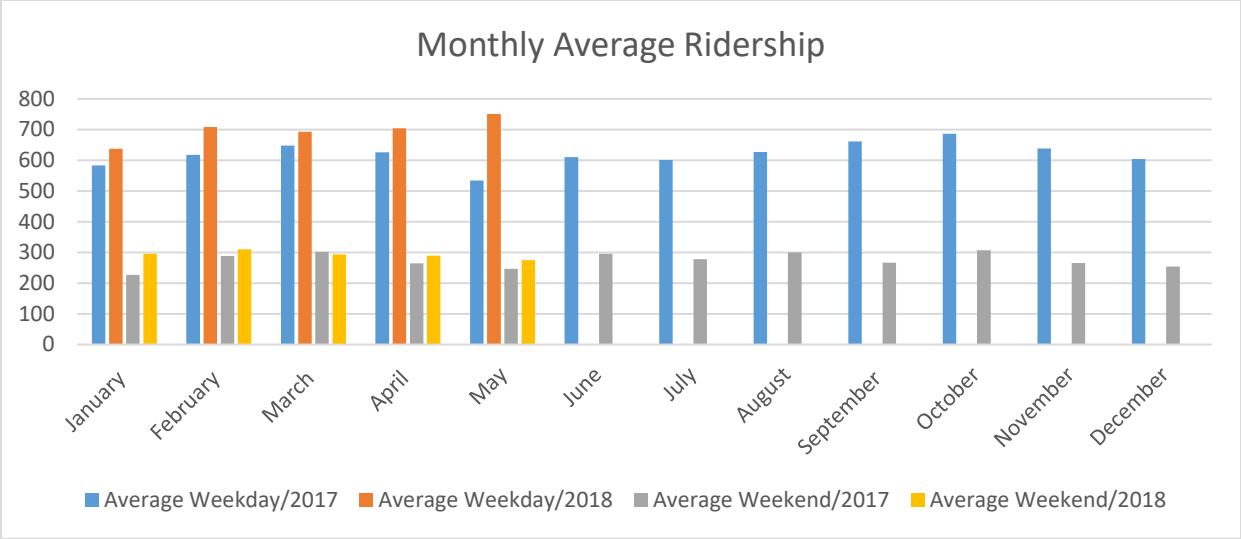


Ridership Year-To-Date

	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			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	86,878							

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			296		
July	601			278		
August	627			300		
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	699	13%	274	293	7%



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

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

Additional Ridership Data:

The number of bicycles carried in May: **319**

The number of wheelchair lift usage in May: **15**

Shuttle On-Time Performance

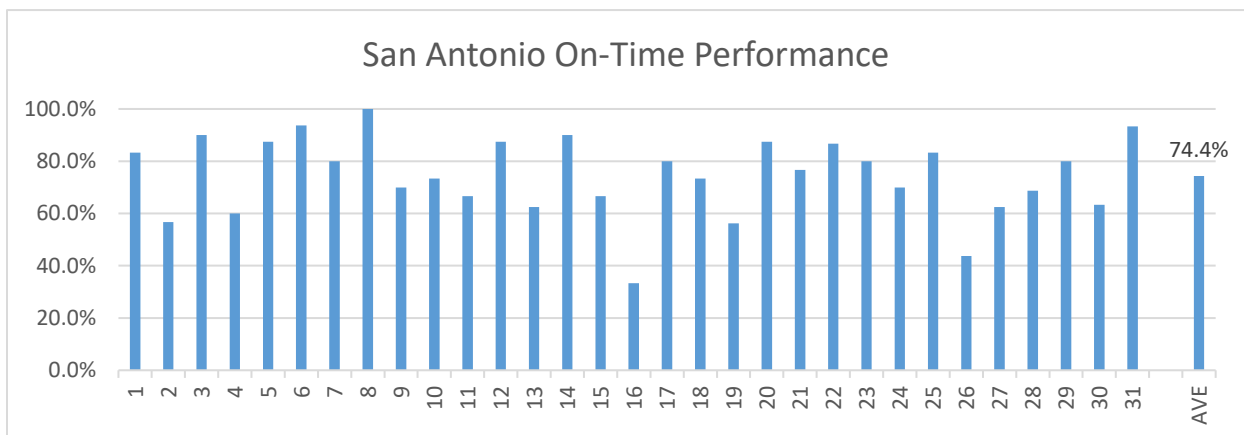
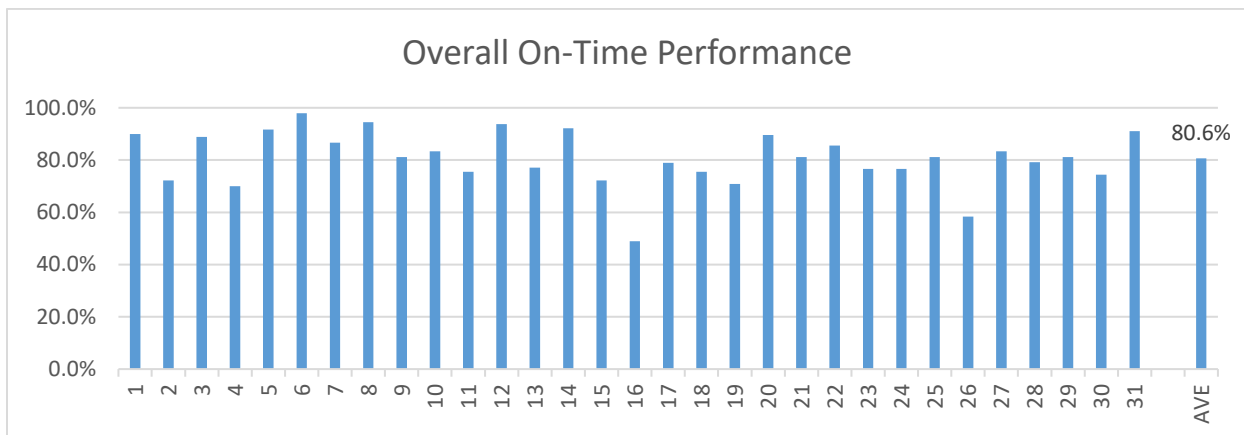
Percentage of being on-time:

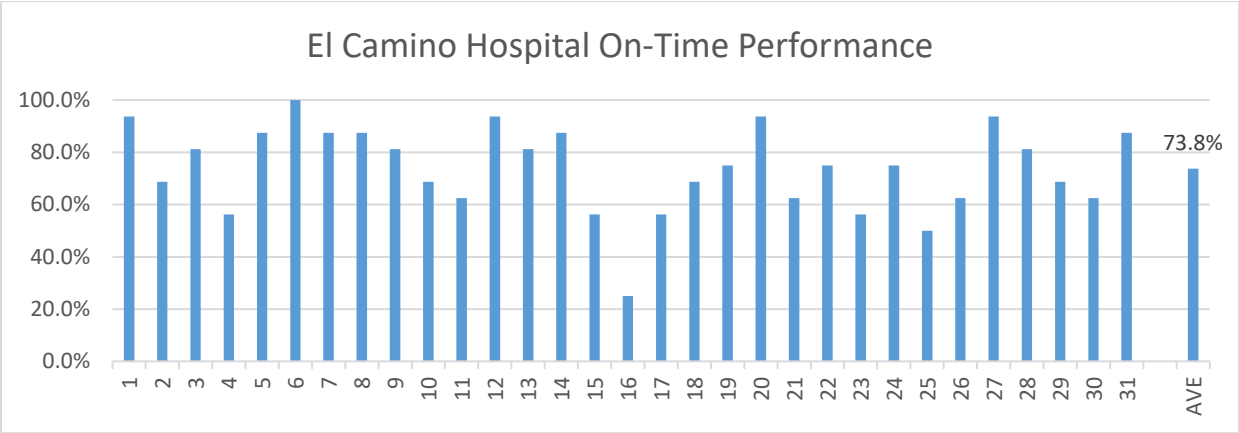
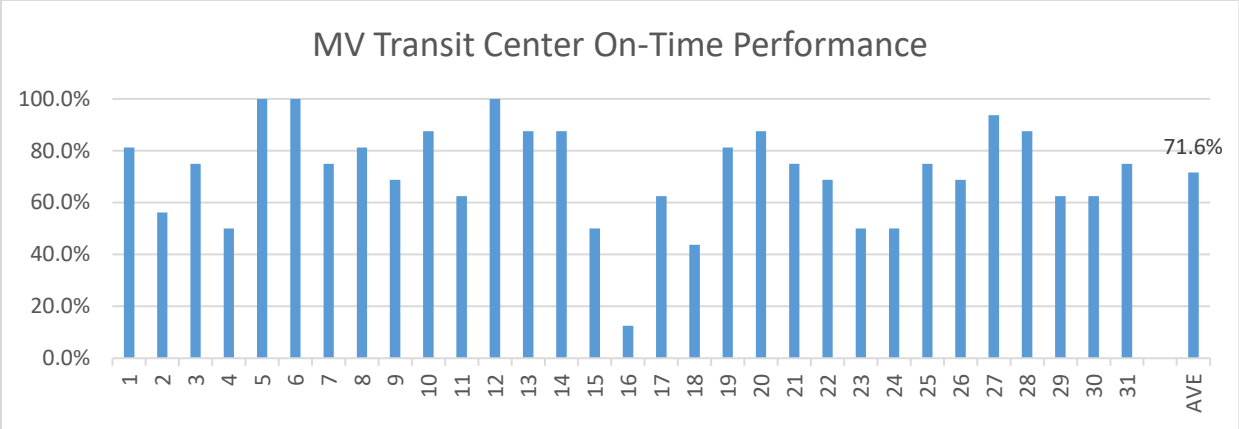
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **80.6%***





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: **3 minutes and 43 seconds (03:43)** behind schedule.

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

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3218	16.0%	San Antonio Center	3331	18.7%
Senior/Teen Center	1861	9.3%	Senior/Teen Center (Red)	1652	9.3%
MV Transit Center	1553	7.7%	MV Transit Center	1454	8.2%
Graham Middle School	1196	6.0%	Grant Rd. (Red)	1169	6.6%
Grant Rd.	1184	5.9%	Rengstorff/Middlefield (Red)	903	5.1%
Middlefield/Terra Bella	1153	5.7%	El Camino Real/Sylvan (Red)	628	3.5%
Middlefield/Moffett	831	4.1%	Middlefield/Moffett (Red)	621	3.5%
Rengstorff/Middlefield	828	4.1%	Civic Center (Red)	620	3.5%
Middlefield/Easy	823	4.1%	El Camino Hospital	564	3.2%
Whisman Station	644	3.2%	Sylvan Park (Red)	558	3.1%
Civic Center	639	3.2%	Middlefield/Easy (Red)	527	3.0%
Cuesta/Miramonte	613	3.1%	Middlefield/Terra Bella (Red)	526	2.9%
El Camino Real/Sylvan	602	3.0%	California/Rengstorff (Red)	495	2.8%
Sylvan Park	544	2.7%	Whisman Station (Red)	445	2.5%
Whisman/Middlefield	540	2.7%	California/Ortega East	418	2.3%
California/Ortega West	505	2.5%	Cuesta/Miramonte (Red)	418	2.3%
California/Rengstorff	502	2.5%	Graham Middle School (Red)	382	2.1%
Rengstorff/Central	416	2.1%	Shoreline/Middlefield #1 (Red)	370	2.1%
El Camino Hospital	407	2.0%	Whisman/Middlefield (Red)	322	1.8%
Castro/El Camino Real (Gray)	358	1.8%	California/Rengstorff	315	1.8%
California/Ortega East	345	1.7%	Villa/Mariposa	301	1.7%
Community Center	307	1.5%	Castro/El Camino Real (Red)	269	1.5%
Shoreline/Middlefield #3 (Gray)	277	1.4%	Grant/Eunice	267	1.5%
Rengstorff/Montecito	190	0.9%	Rengstorff/Central (Red)	252	1.4%
Villa/Franklin	137	0.7%	Villa/Franklin (Red)	221	1.2%
Shoreline/Pear	124	0.6%	Rengstorff/Montecito (Red)	213	1.2%
Grant/Eunice	109	0.5%	Community Center (Red)	194	1.1%
Villa/Shoreline	82	0.4%	California/Ortega West	174	1.0%
Cuesta/Grant	58	0.3%	Cuesta/Grant	99	0.6%
Shoreline/Middlefield #2	23	0.1%	Shoreline/Pear	75	0.4%
Cuesta/Grant (Gray)	22	0.1%	Shoreline/Middlefield #2	50	0.3%
Total	20091	100.0%	Total	17833	100.0%

Summary of Website Activity

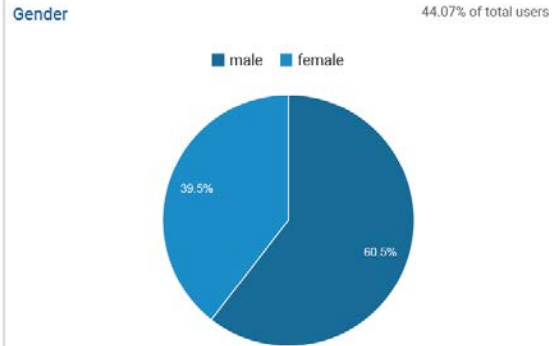
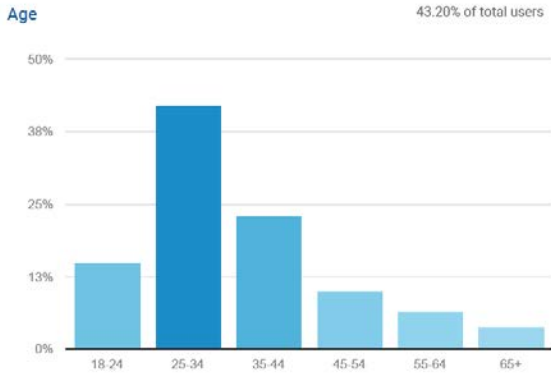
Year To Date/Monthly Report

Demographics: Overview

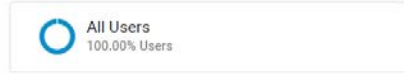


Jan 1, 2018 - May 31, 2018

Key Metric:

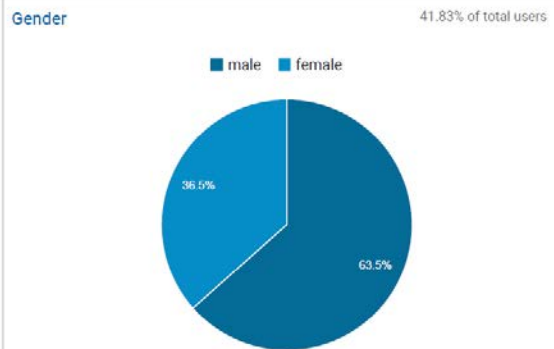
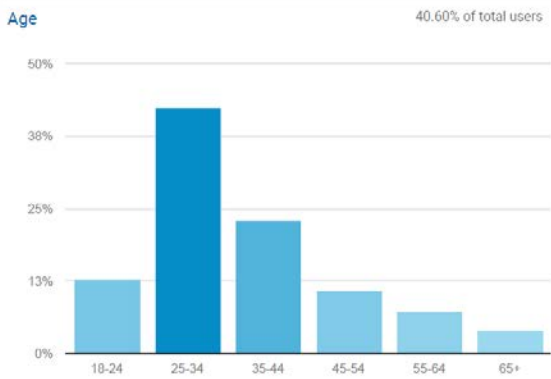


Demographics: Overview



May 1, 2018 - May 31, 2018

Key Metric:



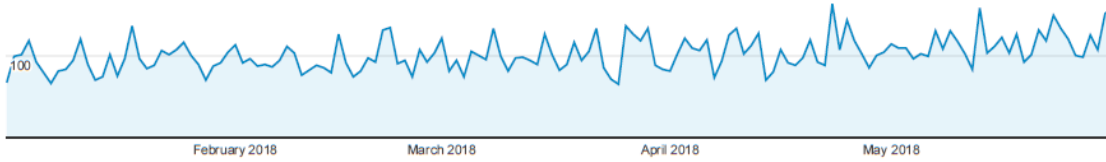
Audience Overview

Jan 1, 2018 - May 31, 2018

All Users
100.00% Users

Overview

● Users
200



Users

11,128



New Users

10,617



Sessions

17,336



Number of Sessions per User

1.56



Pageviews

37,166



Pages / Session

2.14



Avg. Session Duration

00:01:31

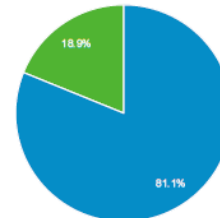


Bounce Rate

66.25%



■ New Visitor ■ Returning Visitor



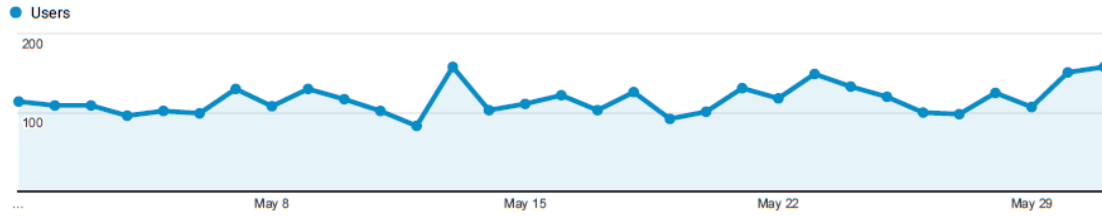
Language	Users	% Users
1. en-us	9,941	89.22%
2. en-gb	233	2.09%
3. zh-cn	134	1.20%
4. zh-tw	94	0.84%
5. fr	90	0.81%
6. ja-jp	73	0.66%
7. ko	64	0.57%
8. es-xl	48	0.43%
9. es-419	41	0.37%
10. en-ca	40	0.36%

Audience Overview

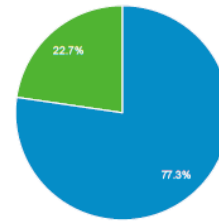
All Users
100.00% Users

May 1, 2018 - May 31, 2018

Overview

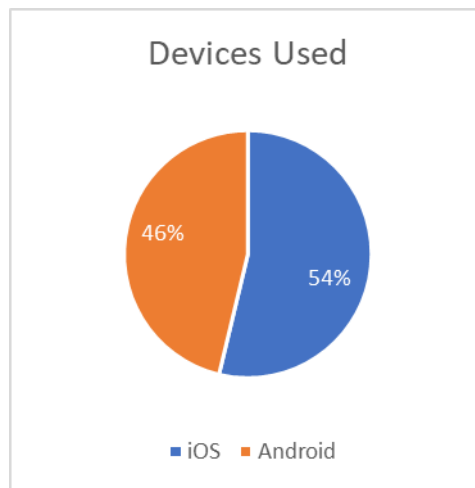
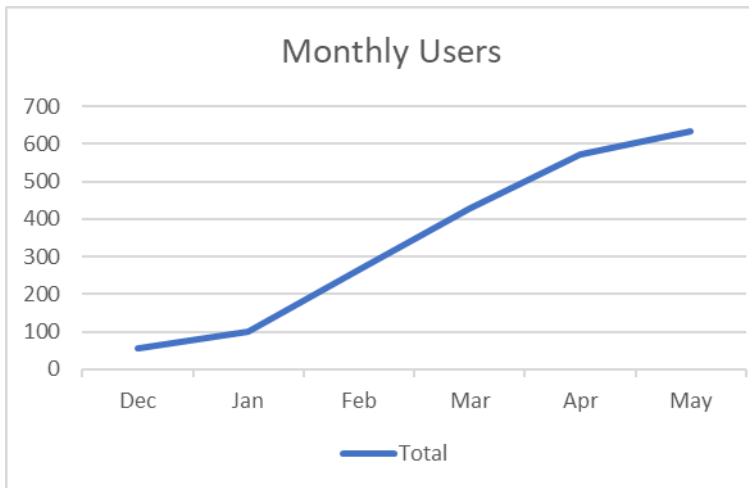
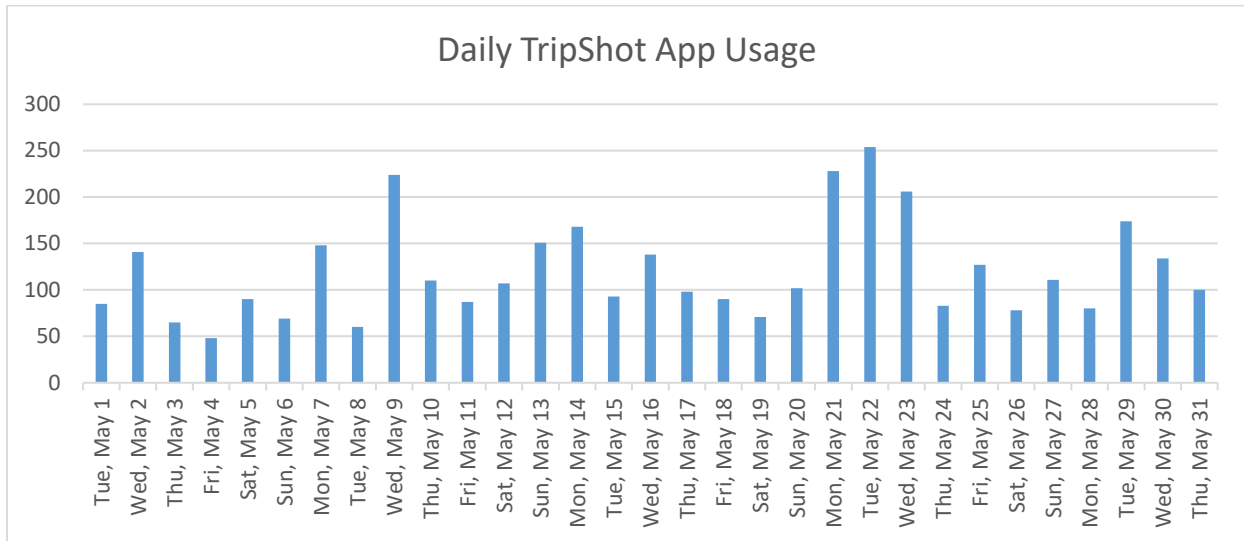


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,498	87.50%
2. en-gb	64	2.24%
3. fr	40	1.40%
4. zh-cn	36	1.26%
5. zh-tw	27	0.95%
6. en	16	0.56%
7. es-xl	16	0.56%
8. ja-jp	16	0.56%
9. ja	15	0.53%
10. ko	13	0.46%

Summary of TripShot App Activity



Users*: 635

App Sessions: 1025

**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 the driver allowing a passenger with body odor on the shuttle
 - It is the program policy and unless a passenger poses a health or safety risk to other passengers, the driver, or the shuttle, anyone is allowed on and will not be asked to leave.
- There was one complaint about an unsafe driver
 - Based on information provided, investigation was conducted by driver manager.
- There were two complaints about drivers departing stops early
 - Drivers are continually reminded to wait until their scheduled departure time
- There was one complaint that during a vehicle/driver transfer, 3 passengers were left on board and missed their transfer and had to wait an hour for the next shuttle.
 - Situation was investigated and policies have been created and reaffirmed with all drivers to prevent this from happening in the future.