

Mountain View Community Shuttle Monthly Operations Report

May 10, 2019

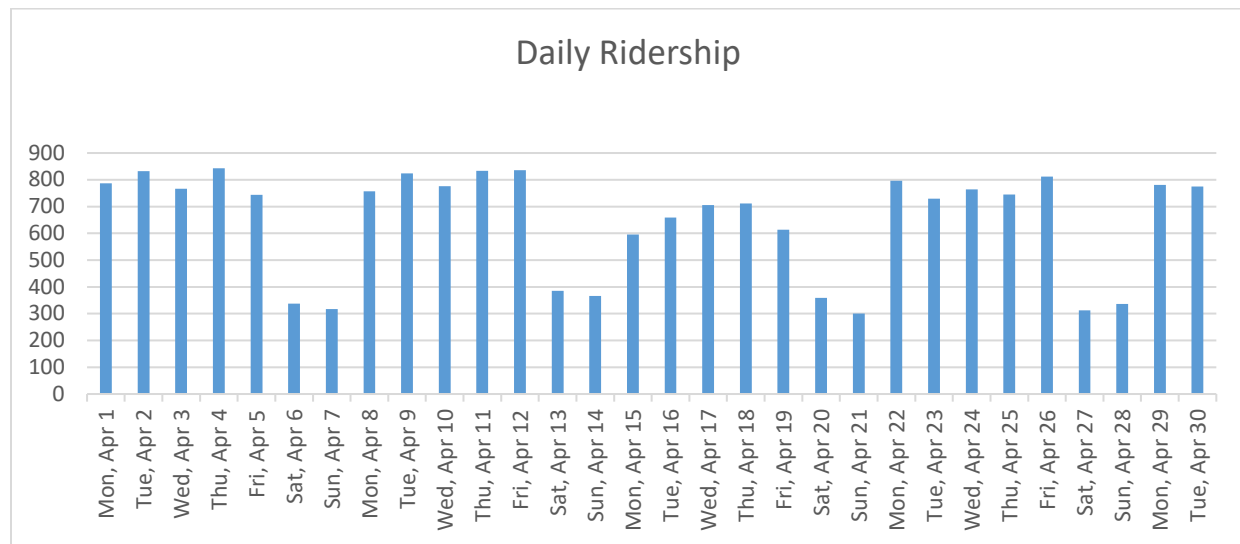
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Passengers per Day, Table

	Mon, Apr 1	Tue, Apr 2	Wed, Apr 3	Thu, Apr 4	Fri, Apr 5	Sat, Apr 6
	787	832	767	843	744	338
Sun, Apr 7	Mon, Apr 8	Tue, Apr 9	Wed, Apr 10	Thu, Apr 11	Fri, Apr 12	Sat, Apr 13
317	757	824	776	833	836	385
Sun, Apr 14	Mon, Apr 15	Tue, Apr 16	Wed, Apr 17	Thu, Apr 18	Fri, Apr 19	Sat, Apr 20
366	596	659	706	712	614	359
Sun, Apr 21	Mon, Apr 22	Tue, Apr 23	Wed, Apr 24	Thu, Apr 25	Fri, Apr 26	Sat, Apr 27
301	796	730	764	745	812	312
Sun, Apr 28	Mon, Apr 29	Tue, Apr 30				
336	781	775				

Passengers per Day, Chart

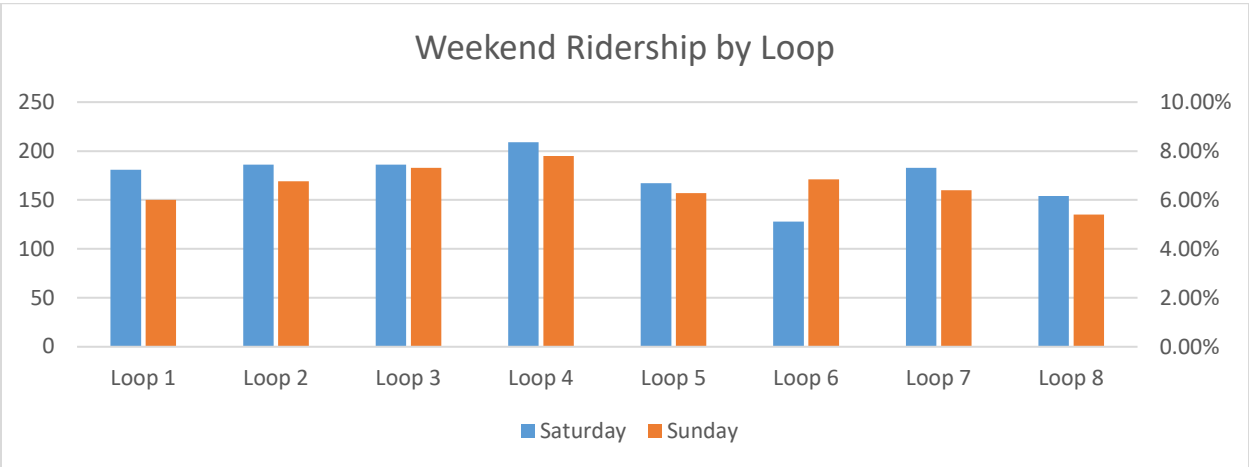
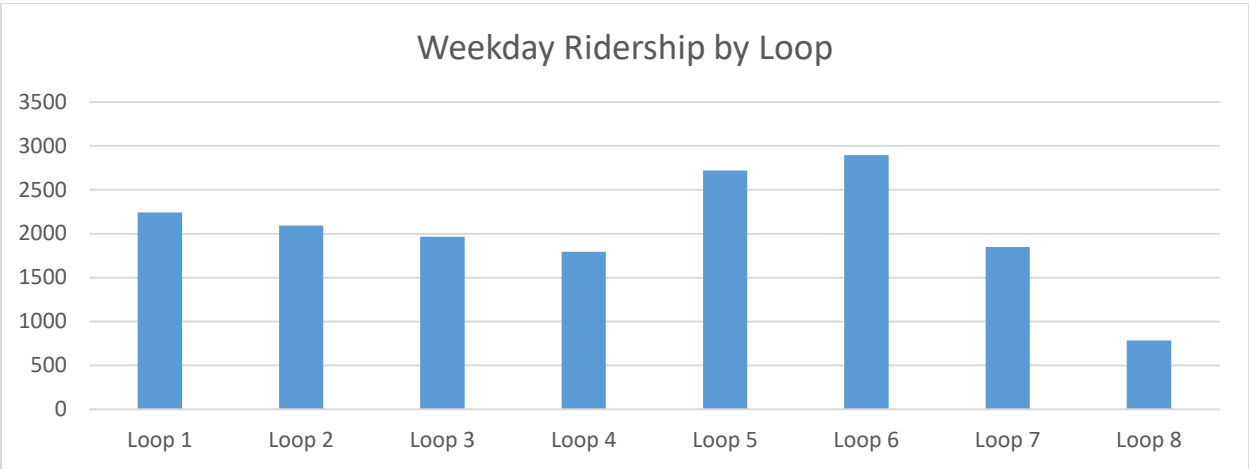
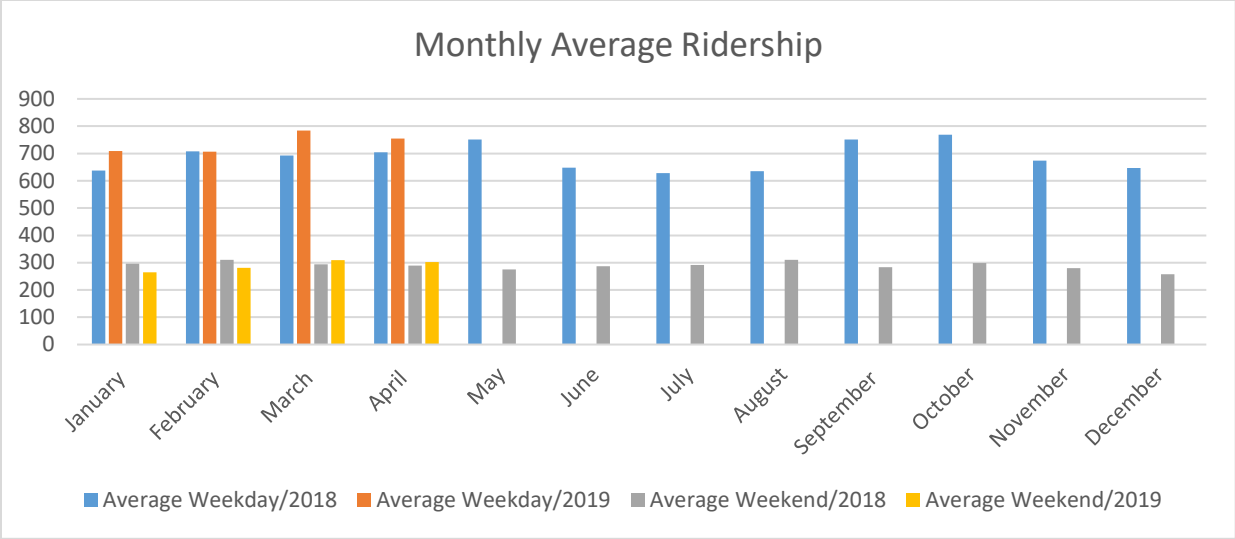


Ridership Year-To-Date

	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			16522			2475		
June	16197			13617			2580		
July	16099			13184			2915		
August	17080			14601			2479		
September	17384			14273			3111		
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
Year to Date	205,779	71,626							

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			275		
June	648			287		
July	628			292		
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	739	8%	289	289	0%



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

Peak Service Loop in April: 6th loop, 3:00 PM – 4:25 PM.

Additional Ridership Data:

The number of bicycles carried in April: **266**

The number of wheelchair lift usage in April: **7**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3627	17.6%	San Antonio Center	3342	18.4%
Senior/Teen Center	1708	8.3%	Grant Rd. (Red)	1703	9.4%
MV Transit Center	1579	7.6%	Senior/Teen Center (Red)	1503	8.3%
Grant Rd.	1540	7.5%	MV Transit Center	1488	8.2%
Middlefield/Easy	1161	5.6%	Rengstorff/Middlefield (Red)	909	5.0%
Crittenden Middle School	968	4.7%	Civic Center (Red)	746	4.1%
Rengstorff/Middlefield	915	4.4%	El Camino Hospital	666	3.7%
Graham Middle School	845	4.1%	El Camino Real/Sylvan (Red)	650	3.6%
Civic Center	791	3.8%	Middlefield/Easy (Red)	644	3.5%
El Camino Real/Sylvan	715	3.5%	Whisman Station (Red)	593	3.3%
Whisman Station	666	3.2%	Sylvan Park (Red)	576	3.2%
Middlefield/Moffett	656	3.2%	Middlefield/Moffett (Red)	513	2.8%
Sylvan Park	535	2.6%	Crittenden Middle School (Red)	410	2.3%
Cuesta/Miramonte	486	2.4%	California/Ortega East	386	2.1%
California/Ortega West	481	2.3%	California/Rengstorff (Red)	356	2.0%
Castro/El Camino Real (Gray)	467	2.3%	Whisman/Middlefield (Red)	322	1.8%
Whisman/Middlefield	443	2.1%	Castro/El Camino Real (Red)	306	1.7%
Rengstorff/Central	440	2.1%	Graham Middle School (Red)	291	1.6%
California/Rengstorff	421	2.0%	Rengstorff/Central (Red)	279	1.5%
El Camino Hospital	389	1.9%	California/Rengstorff	277	1.5%
California/Ortega East	357	1.7%	Cuesta/Miramonte (Red)	275	1.5%
Community Center	303	1.5%	Villa/Franklin (Red)	252	1.4%
Shoreline/Middlefield #3 (Gray)	244	1.2%	Community Center (Red)	231	1.3%
Rengstorff/Montecito	188	0.9%	California/Ortega West	222	1.2%
Villa/Franklin	158	0.8%	Rengstorff/Montecito (Red)	210	1.2%
Middlefield/San Pierre	134	0.6%	Villa/Mariposa	204	1.1%
Grant/Eunice	93	0.5%	Grant/Eunice	199	1.1%
Cuesta/Grant	89	0.4%	Shoreline/Middlefield #1 (Red)	195	1.1%
Cuesta/Grant (Gray)	88	0.4%	Cuesta/Grant	160	0.9%
Villa/Shoreline	74	0.4%	Middlefield/San Pierre (Red)	136	0.7%
Shoreline/Pear	62	0.3%	Shoreline/Pear	84	0.5%
Shoreline/Middlefield #2	20	0.1%	Shoreline/Middlefield #2	42	0.2%
Total	20643	100.00%	Total	18170	100.00%

Shuttle On-Time Performance

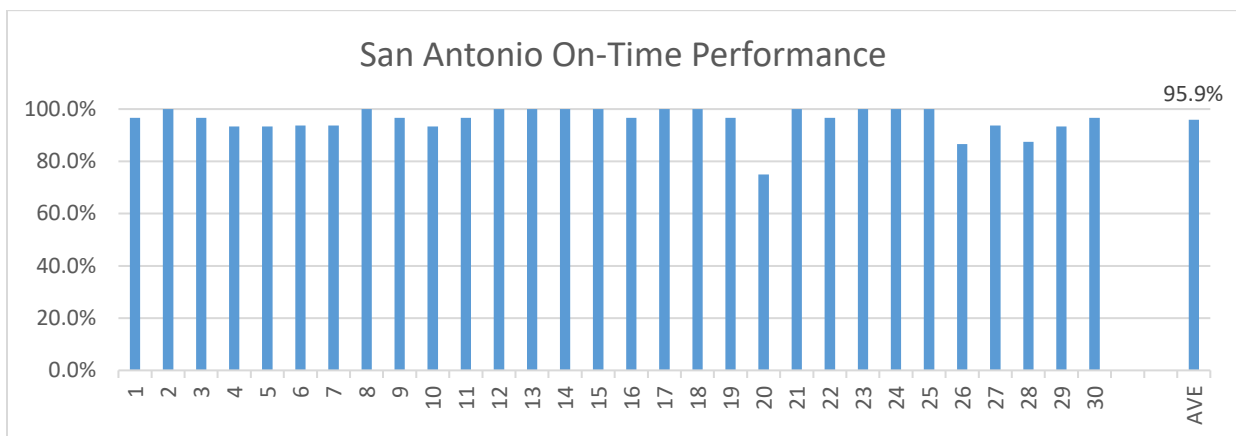
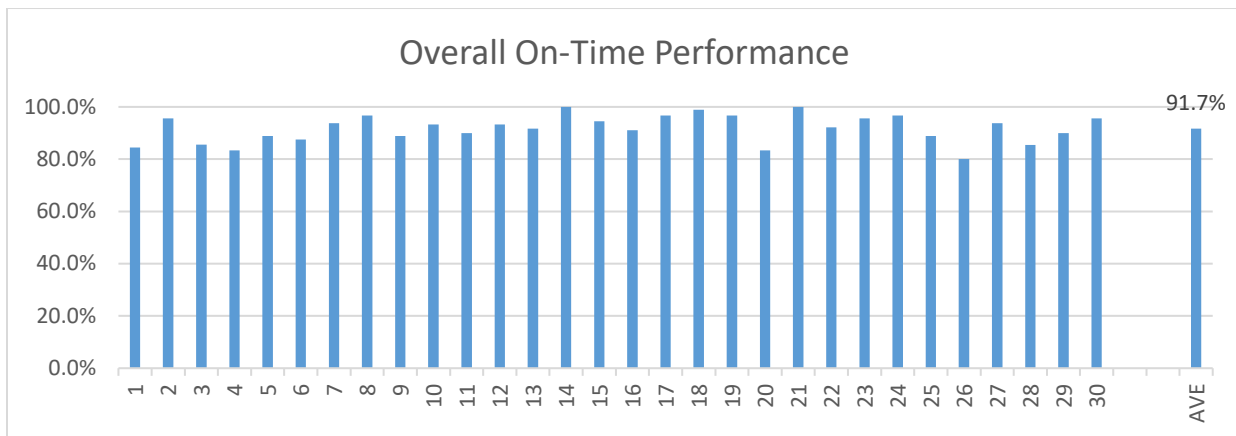
Percentage of being on-time:

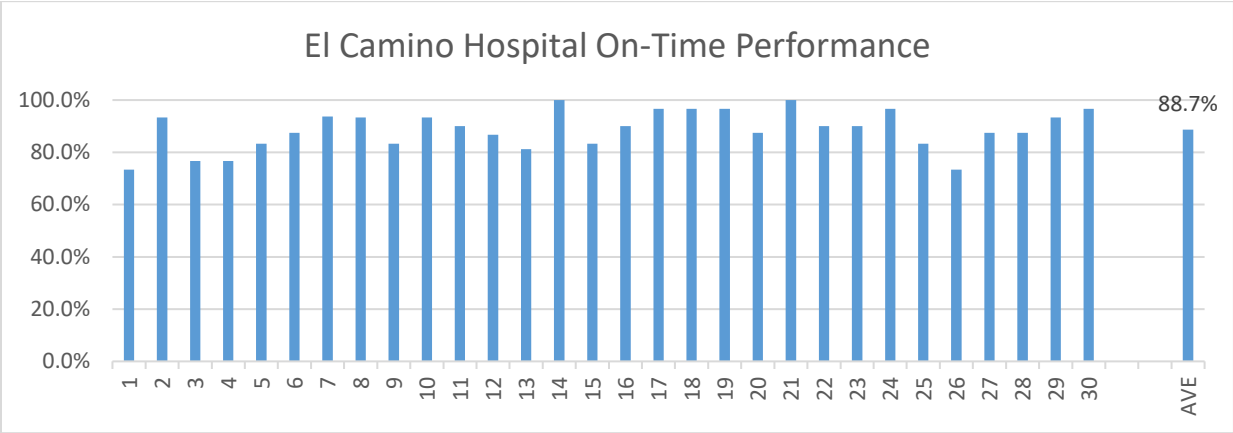
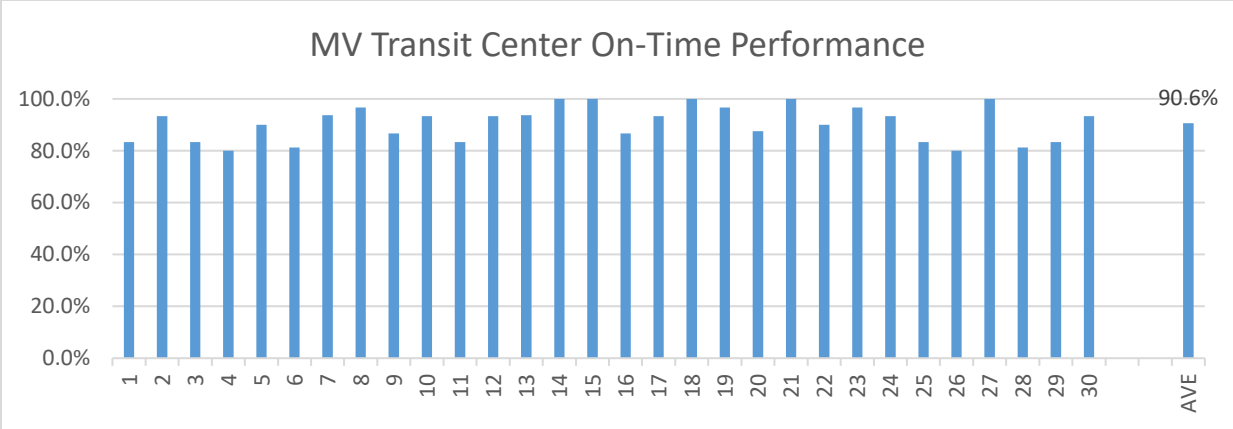
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **91.7%***





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 29 seconds (02:29)** behind schedule.

Summary of Website Activity

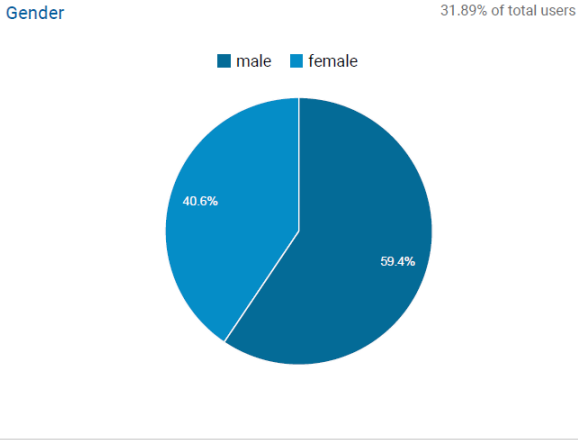
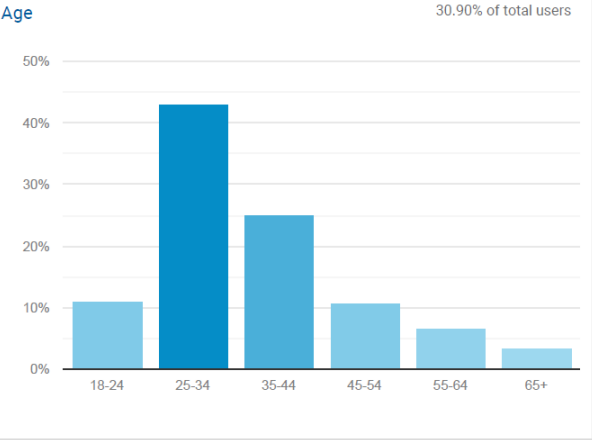
Year To Date/Monthly Report

Demographics: Overview

 All Users
100.00% Users

Apr 1, 2019 - Apr 30, 2019

Key Metric:

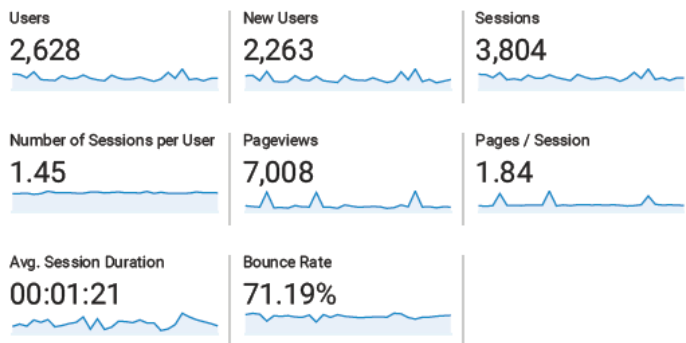
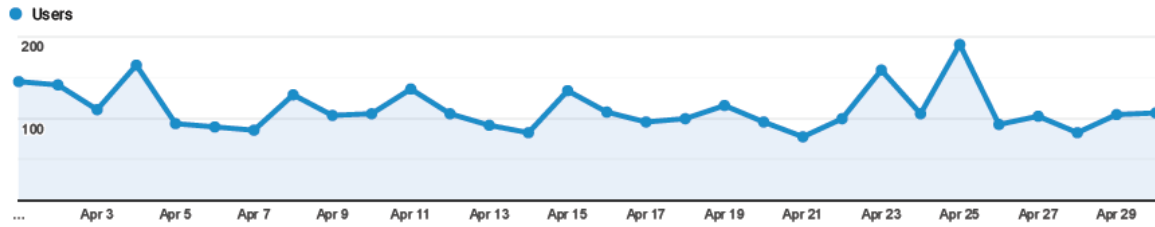


Audience Overview

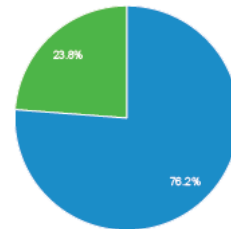
Apr 1, 2019 - Apr 30, 2019

All Users
100.00% Users

Overview




■ New Visitor ■ Returning Visitor



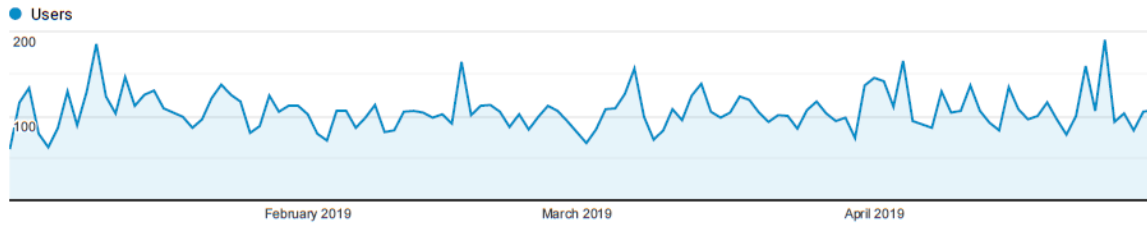
Language	Users	% Users
1. en-us	2,378	90.28%
2. en-gb	37	1.40%
3. zh-cn	32	1.21%
4. es-xl	21	0.80%
5. zh-tw	21	0.80%
6. en	13	0.49%
7. es-419	12	0.46%
8. ja-jp	11	0.42%
9. en-ca	10	0.38%
10. ko	10	0.38%

Audience Overview

Jan 1, 2019 - Apr 30, 2019

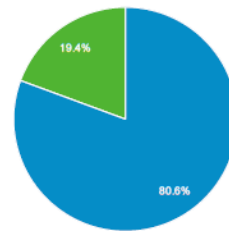

All Users
 100.00% Users

Overview



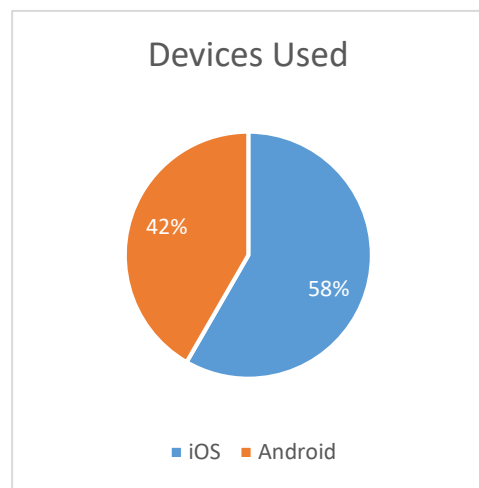
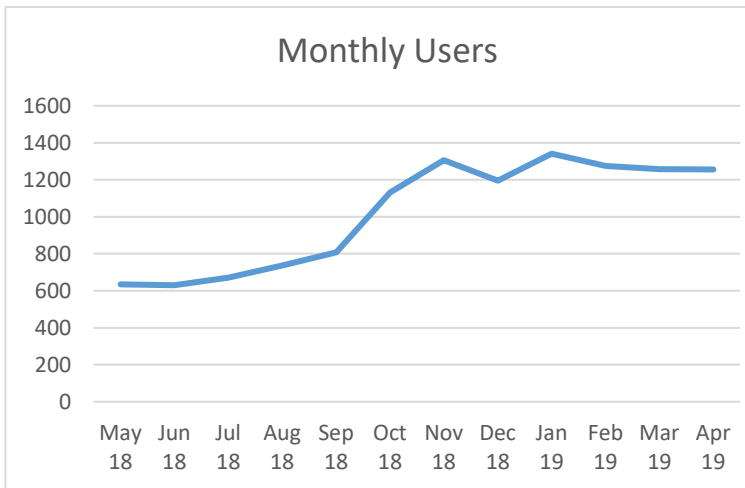
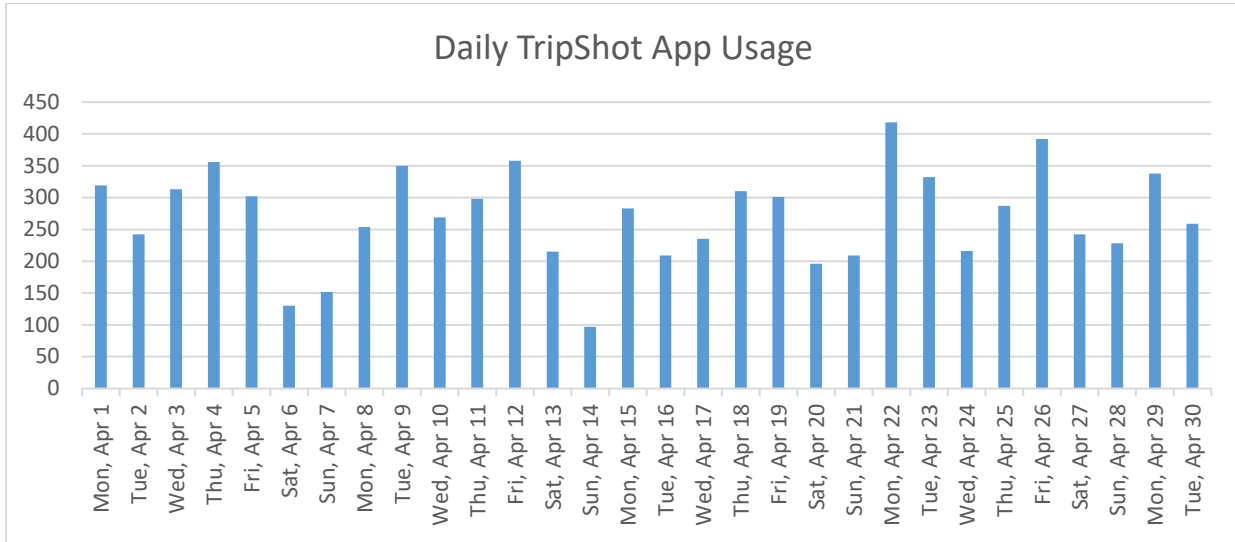
Users 8,959	New Users 8,516	Sessions 14,415
Number of Sessions per User 1.61	Pageviews 26,090	Pages / Session 1.81
Avg. Session Duration 00:01:24	Bounce Rate 70.52%	

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	8,003	89.42%
2. en-gb	164	1.83%
3. zh-cn	136	1.52%
4. es-xl	68	0.76%
5. ja-jp	63	0.70%
6. zh-tw	60	0.67%
7. en-ca	54	0.60%
8. ko	48	0.54%
9. en	47	0.53%
10. es-419	32	0.36%

Summary of TripShot App Activity



Users*: 1255

App Sessions: 2304

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

Complaints Received by CSR Staff

- There were 3 complaints that the WiFi on the shuttles were not working.
 - All of the devices went through software updates which caused the errors. The problem was promptly fixed.
- There was one complaint about a driver having rude behavior.
- There was one complaint about a driver skipping a stop without slowing down.
 - After speaking with this driver, he did not see anyone at the stop and time in question.
 - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops.
- There was one complaint about a driver putting the vehicle into motion before a passenger could sit down, causing the passenger to stumble.
 - Incident was investigated, and disciplinary action was taken.
 - Drivers are instructed to wait until all passengers are seated and/or secured before putting the shuttle into motion.