

# Mountain View Community Shuttle Monthly Operations Report

August 10, 2017

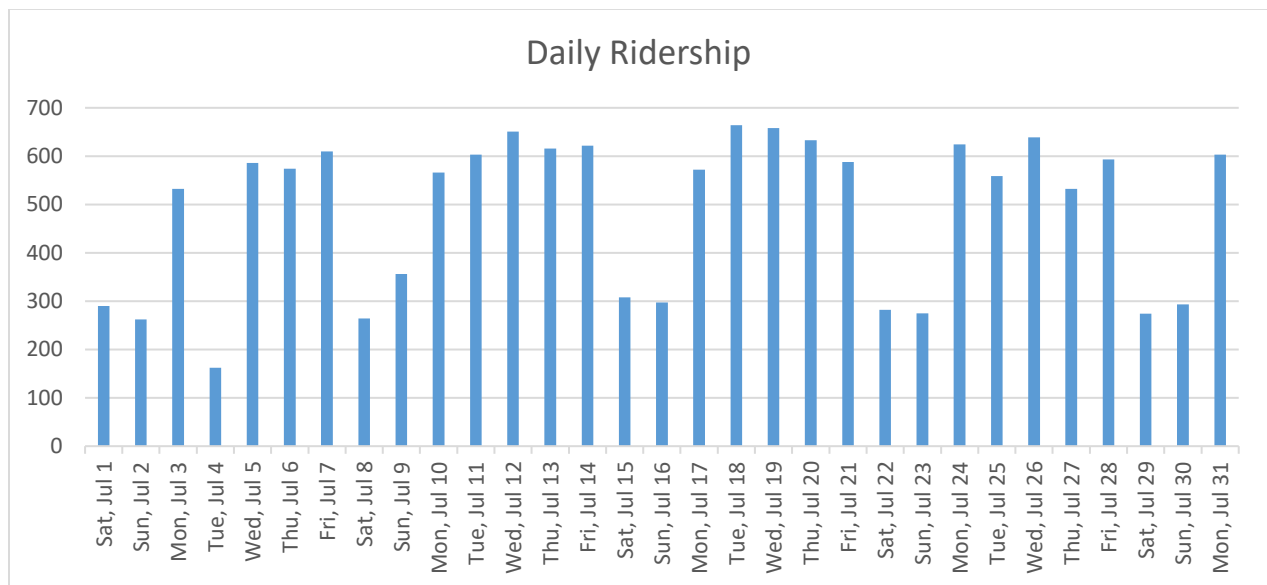
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## Passengers per Day, Table

						Sat, Jul 1
						290
Sun, Jul 2	Mon, Jul 3	Tue, Jul 4	Wed, Jul 5	Thu, Jul 6	Fri, Jul 7	Sat, Jul 8
262	532	162	586	574	610	264
Sun, Jul 9	Mon, Jul 10	Tue, Jul 11	Wed, Jul 12	Thu, Jul 13	Fri, Jul 14	Sat, Jul 15
356	566	603	651	616	622	308
Sun, Jul 16	Mon, Jul 17	Tue, Jul 18	Wed, Jul 19	Thu, Jul 20	Fri, Jul 21	Sat, Jul 22
297	572	664	658	633	588	282
Sun, Jul 23	Mon, Jul 24	Tue, Jul 25	Wed, Jul 26	Thu, Jul 27	Fri, Jul 28	Sat, Jul 29
275	624	559	639	532	593	274
Sun, Jul 30	Mon, Jul 31					
293	603					

## Passengers per Day, Chart

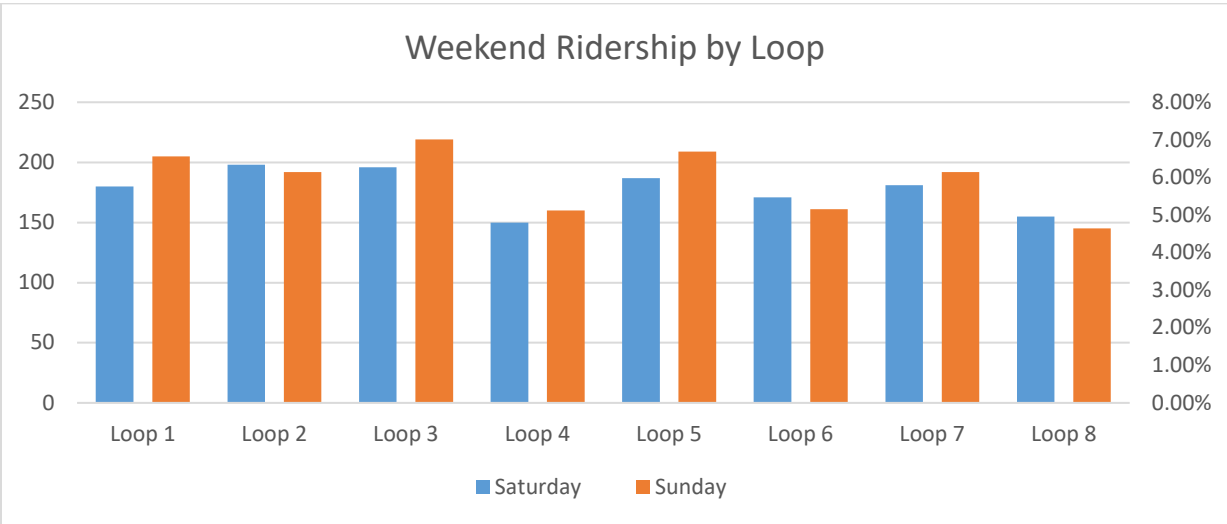
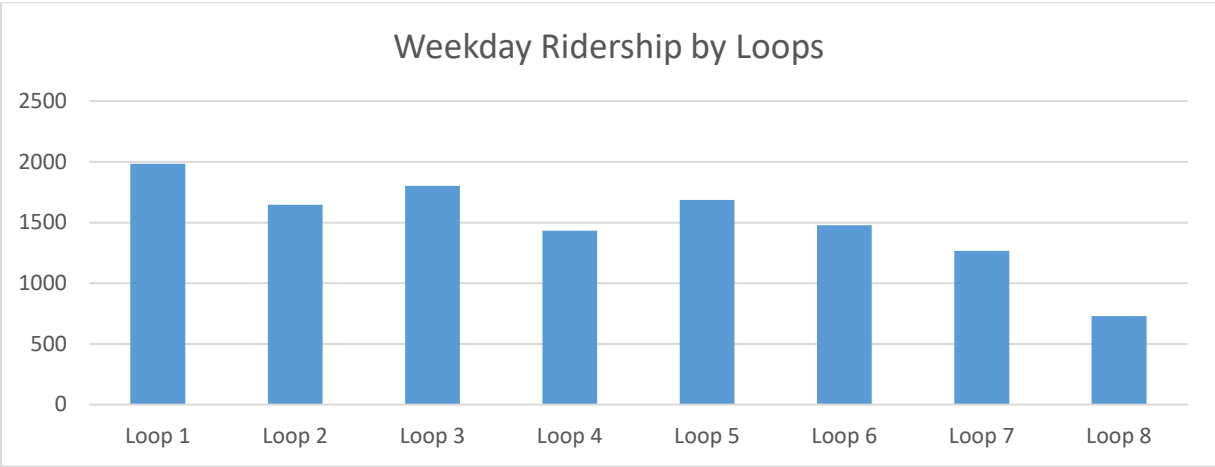
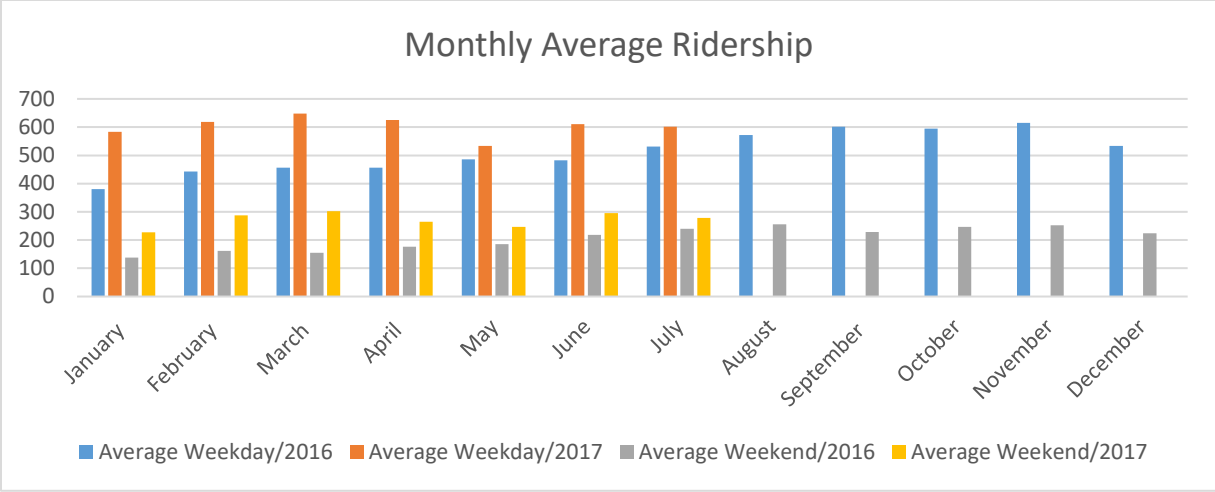


## Ridership Year-To-Date

	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%	9555	12517	31%	1594	2645	66%
May	12355	16549	34%	10480	14333	37%	1860	2216	19%
June	12345	15788	22%	10604	13424	21%	1741	2364	26%
July	13248	15088	12%	10614	12025	12%	2634	3063	14%
August	15199			13151			2048		
September	14710			12645			2065		
October	14959			12489			2470		
November	14820			12478			2524		
December	13758			11743			2015		
<b>Year to Date</b>	<b>153,720</b>	<b>108,759</b>							

## 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	21%	218	296	26%
July	531	601	12%	239	278	14%
August	572			256		
September	602			229		
October	595			247		
November	615			252		
December	534			224		
<b>YTD Average</b>	<b>511</b>	<b>603</b>	<b>43%</b>	<b>205</b>	<b>272</b>	<b>72%</b>



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

Peak Service Loop in July: **1st loop, 10:00 am – 11:25 PM.**

### Additional Ridership Data:

The number of bicycles carried in July: **210**

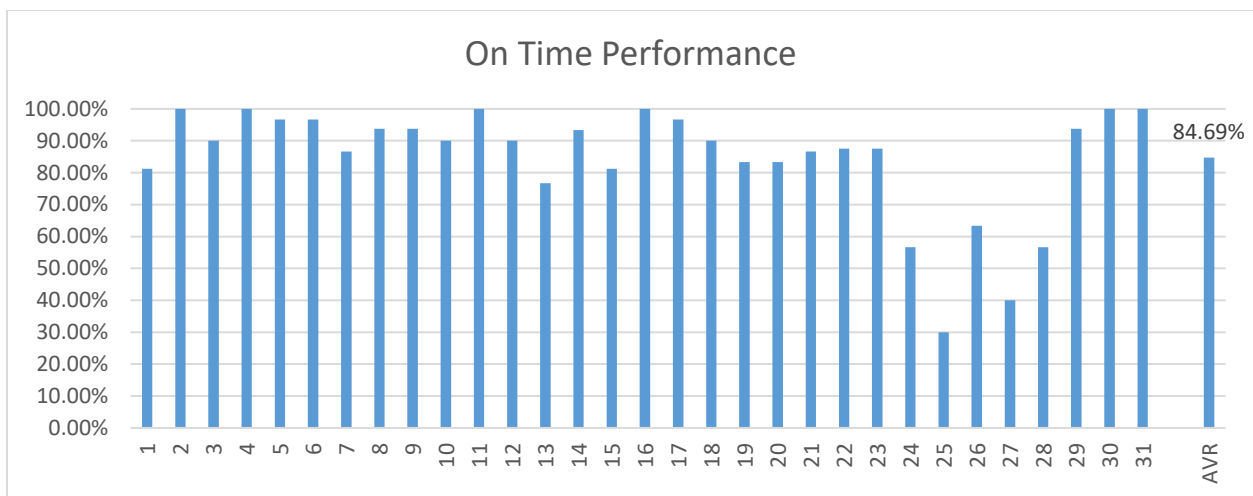
Number of wheelchair lift usage in July: **26**

### Shuttle On-Time Performance

#### Percentage of being on-time:

On-Time performance data is gathered from drivers' ridership logs where stop arrival time is recorded.

Average percentage of all shuttles being on-time upon completing one loop is **84.69% \***



#### Average Time Behind-Schedule in minutes:

Average arrival time was determined by averaging all shuttle arrival times at the San Antonio Center upon completing one loop.

Average Arrival Time: **02:22** seconds behind schedule.

*\*Drivers have been experiencing challenges of being on time in July due to construction delays on Grant Rd. between Eunice and Martens.*

## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2714	18.4%	San Antonio Center	2718	17.9%
MV Transit Center	1436	9.7%	MV Transit Center	1552	10.2%
Grant Rd.	1200	8.1%	Grant Rd.	1212	8.0%
Senior/Teen Center	1069	7.2%	Senior/Teen Center	1121	7.4%
Rengstorff/Middlefield	746	5.0%	Civic Center	856	5.6%
Civic Center	726	4.9%	Rengstorff/Middlefield	798	5.2%
Sylvan Park	519	3.5%	El Camino Hospital	547	3.6%
Whisman Station	492	3.3%	California/Rengstorff	520	3.4%
Community Center	474	3.2%	El Camino Real/Sylvan	492	3.2%
El Camino Real/Sylvan	461	3.1%	Whisman Station	468	3.1%
Middlefield/Easy	440	3.0%	California/Ortega	449	2.9%
Middlefield/Moffett	408	2.8%	Sylvan Park	424	2.8%
Cuesta/Miramonte	401	2.7%	Middlefield/Easy	343	2.3%
El Camino Hospital	400	2.7%	Whisman/Middlefield	306	2.0%
Whisman/Middlefield	363	2.5%	Community Center	305	2.0%
California/Ortega	342	2.3%	Middlefield/Moffett	286	1.9%
California/Ortega	324	2.2%	Middlefield/Terra Bella	278	1.8%
Rengstorff/Central	322	2.2%	Villa/Mariposa	270	1.8%
California/Rengstorff	293	2.0%	Cuesta/Miramonte	261	1.7%
Castro/El Camino Real	243	1.6%	Rengstorff/Central	261	1.7%
Middlefield/Terra Bella	242	1.6%	California/Ortega	251	1.6%
Rengstorff/Montecito	238	1.6%	Castro/El Camino Real	236	1.5%
Shoreline/Middlefield #3	195	1.3%	Villa/Franklin	214	1.4%
Villa/Franklin	130	0.9%	Rengstorff/Montecito	214	1.4%
Cuesta/Grant	117	0.8%	Shoreline/Middlefield #1	193	1.3%
Shoreline/Pear	113	0.8%	California/Rengstorff	183	1.2%
Grant/Eunice	95	0.6%	Graham Middle School	136	0.9%
Graham Middle School	95	0.6%	Shoreline/Pear	114	0.7%
Cuesta/Grant	92	0.6%	Cuesta/Grant	107	0.7%
Villa/Shoreline	53	0.4%	Grant/Eunice	92	0.6%
Shoreline/Middlefield #2	33	0.2%	Shoreline/Middlefield #2	19	0.1%
<b>Total</b>	<b>14,776</b>	<b>100.0%</b>	<b>Total</b>	<b>15,226</b>	<b>100.0%</b>

# Summary of Website Activity

## Year To Date and Monthly Report

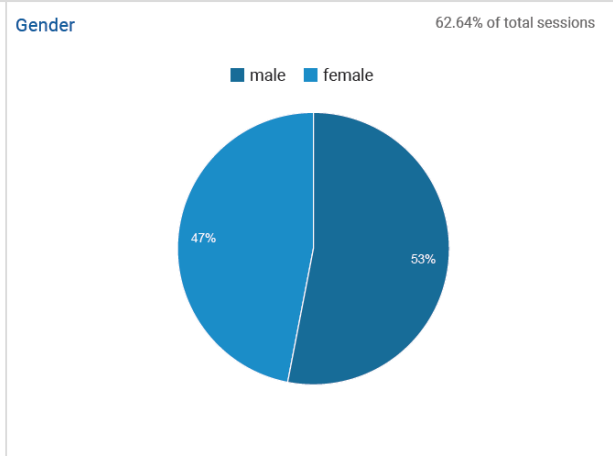
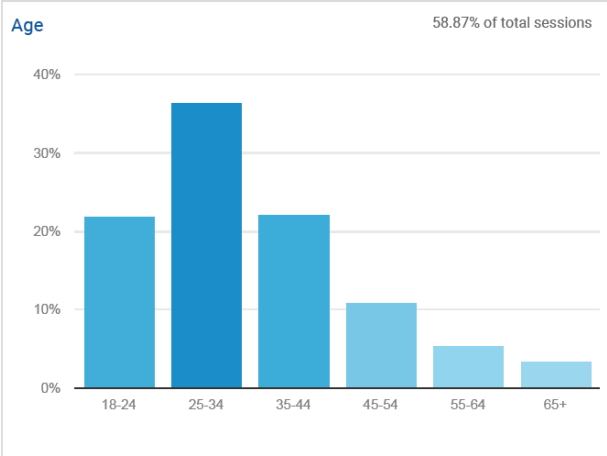
### Demographics: Overview

Jan 1, 2017 - Jul 31, 2017

Some data in this report may have been removed when a threshold was applied. [Learn more](#)



Key Metric:



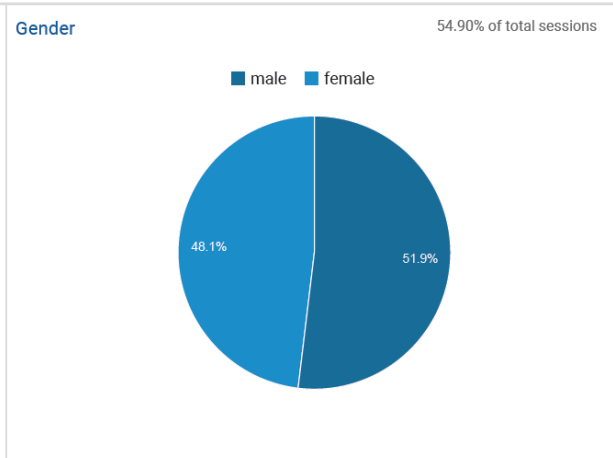
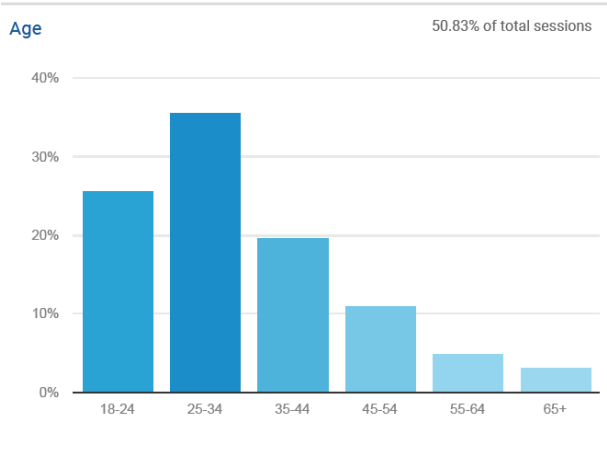
### Demographics: Overview

Jul 1, 2017 - Jul 31, 2017

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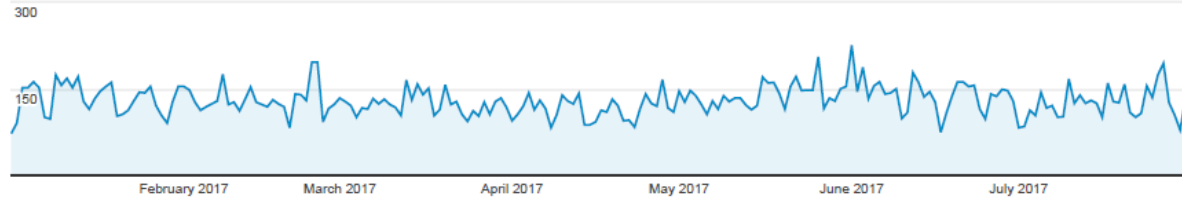
# Audience Overview

Jan 1, 2017 - Jul 31, 2017

All Users  
100.00% Sessions

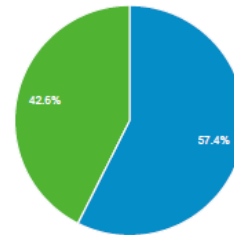
Overview

Sessions



<b>Sessions</b> 27,602	<b>Users</b> 16,452	<b>Pageviews</b> 57,287
<b>Pages / Session</b> 2.08	<b>Avg. Session Duration</b> 00:01:57	<b>Bounce Rate</b> 55.68%
<b>% New Sessions</b> 57.37%		

■ New Visitor ■ Returning Visitor



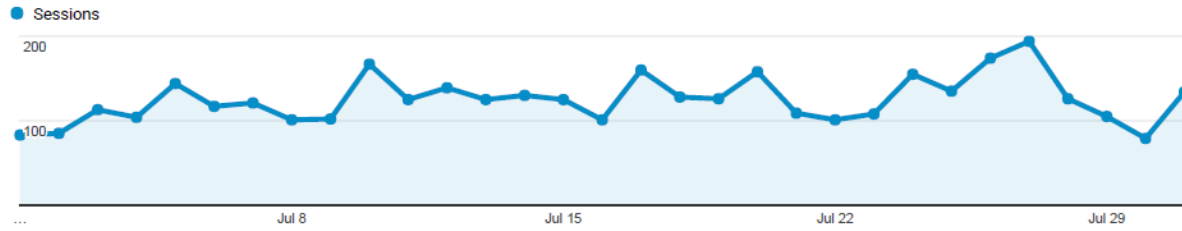
Language	Sessions	% Sessions
1. en-us	24,219	87.74%
2. en-gb	784	2.84%
3. ru	447	1.62%
4. zh-cn	398	1.44%
5. zh-tw	232	0.84%
6. es-xl	183	0.66%
7. ja-jp	173	0.63%
8. es-419	143	0.52%
9. ja	111	0.40%
10. ru-ru	92	0.33%

# Audience Overview

Jul 1, 2017 - Jul 31, 2017

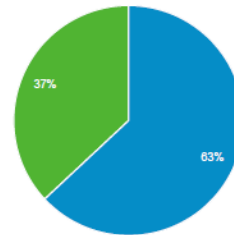
All Users  
100.00% Sessions

Overview



Sessions <b>3,874</b>	Users <b>2,783</b>	Pageviews <b>6,566</b>
Pages / Session <b>1.69</b>	Avg. Session Duration <b>00:01:18</b>	Bounce Rate <b>66.75%</b>
% New Sessions <b>63.01%</b>		

■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	3,549	91.61%
2. en-gb	74	1.91%
3. zh-cn	39	1.01%
4. ko	23	0.59%
5. zh-tw	23	0.59%
6. es-419	19	0.49%
7. ja-jp	19	0.49%
8. en-ca	18	0.46%
9. ja	16	0.41%
10. pt-br	12	0.31%

## Complaints Received by CSR Staff

- There was one complaint that the buses do not have hanging hand straps to hold on to. ALTRANS assured the passenger that while our buses do not have hanging straps, all but one have handrails, both vertical and horizontal, so that standing passengers have something sturdy to hold onto in transit.
- There was one complaint that we do not start before 10:00am.
- There was one complaint that we do not offer service down Shoreline. Caller felt that this is an underserved area by both the MVCS and VTA. ALTRANS informed her of the closest MVCS stop as well as MVGO's East Bayshore route, which does travel along Shoreline.